

VPP handbook:

An installer's guide to AGL's Virtual Power Plant.*

Our Virtual Power Plant is a growing network of home solar batteries that help support the grid and gives customers a new way to participate in our transition to renewable energy.

*To participate in AGL's Virtual Power Plant referral program, installation partners must have signed AGL's partner terms and conditions. Offer may be subject to change or expiry in accordance with those terms and conditions.



What is a Virtual Power Plant (VPP)?

A VPP is a network of connected solar batteries that work together like a pop-up power plant. Together, they can provide a large bank of solar energy to support the grid.

Our VPP helps create a future where energy is more affordable and renewable. Customers are rewarded for participating in the VPP with a discount off the upfront cost of their solar battery, and you'll receive a payment from AGL for signing up customers.

How do your customers benefit from joining AGL's VPP?



Discounts

Customers who join AGL's VPP through selected installer partners receive an upfront discount of \$1,000 (NSW, QLD, VIC) or \$1,500 (SA) on a solar battery or solar battery bundle.



Flexible Payment Options

Customers can choose to purchase their solar battery or solar battery bundle outright, or pay via interest-free finance and with a \$0 deposit, through our finance partner Plenti.[^]



Bill Impact Guarantee

We occasionally manage the customer's solar battery remotely, making sure that they always have enough energy for their home. We'll never discharge the battery below 20% capacity, which may result in small bill increases, but never more than \$50 (GST incl.) per year. If the estimated impact is higher at the end of each 12-month period, we'll credit them the difference.*



Ongoing Bill Credits and Energy Plan Freedom

After the initial five-year term, the customer can choose to stay on the AGL VPP and receive ongoing bill credits. Plus, there are no lock-in contracts, so they're free to switch energy plans anytime. They will just need to stay on an AGL electricity plan to stay connected to our VPP.

[^]This offer is only available to eligible customers who sign up through Plenti's finance portal and have a compatible solar battery installed. Offer may be subject to change or expiry without notice. Exit fees, eligibility criteria and T&Cs apply. Plenti receives a commission for each approved finance application.

*Excludes customers with energy plans including a 'demand charge' component or customers with inverters set to a 'time-based control', 'demand charge management' or 'backup only functionality' operating mode.

Important information

Customers must be enrolled in an AGL electricity plan to be eligible for the VPP and meet the eligibility criteria outlined below to receive any rebates. Switching to AGL electricity is easy, customers can check out available plans [here](#).

Term	By joining our VPP, customers are agreeing to a five year term Please note, a pro-rated early termination fee will apply if the customer leaves the VPP before the end of this term.
Reserve power	AGL will never discharge the battery below 20% capacity. Customers will always have enough energy to power their home.
Hardware eligibility	<ul style="list-style-type: none">▪ Tesla Powerwall▪ Sungrow High Voltage Battery▪ SolarEdge Energy Bank▪ LG Home Battery with a compatible SolarEdge inverter
Other eligibility requirements	Customers that sign up to our VPP must: <ul style="list-style-type: none">▪ Have an AGL electricity plan or be ready to switch to AGL▪ Be living in NSW, QLD, SA or VIC▪ Purchase a compatible solar battery (listed above)▪ Have or be willing to purchase a compatible operating solar system, and a reliable and ongoing internet connection via Ethernet or Wi-Fi▪ Not already be part of a Virtual Power Plant▪ Have a smart meter installed at their premises or agree to have one installed▪ Agree and comply with our VPP terms and conditions

Let's get started.

1

Engage with the customer and explain the benefits of the VPP

Have a conversation with the customer about the benefits of joining the AGL Virtual Power Plant (VPP) and provide them with a quote for their new solar battery or solar battery bundle. You can see which batteries and inverters are compatible with our VPP on the [AGL website](#).

2

Start the online onboarding form

Head to agl.com.au/vppinstaller. Once you lodge the onboarding form, the customer will be prompted via email to join the VPP. They will need to sign up by agreeing to the [terms and conditions](#) and selecting an AGL electricity plan if they don't already have one. This is an important step and must be completed before any rebates can be paid.

3

Battery installation

As you install the battery at the customer's home, please follow AGL's partner terms and conditions. This will ensure the battery can be connected successfully to the VPP.

4

Complete the online onboarding form

Once installation is complete visit agl.com.au/vppinstaller and input the battery and inverter details into the onboarding form.

5

Testing and VPP onboarding by AGL

AGL will now do an initial check to make sure the customer is eligible to join and the battery can connect to the VPP. This process can take up to six weeks from installation.

6

The VPP service is ready to start

When the VPP testing is complete and the battery is connected, you'll receive your \$300 payment for the installation from AGL.



Virtual Power Plant

Learn about all the benefits of our Virtual Power Plant at agl.com.au/joinvpp.



Have questions? We're here to help

Speak to a solar battery expert **03 9649 4734**

