



New Agents Guide

FOR AGENTS OF SWHS AND SGUS

In this fact sheet:

- What is an agent?
- Buyers and sellers defined
- Steps to becoming an agent summary
- Step 1: Register as an agent
- Step 2: Learn about the RET scheme and understand how to create and trade RECs in the REC Registry
- Step 3: Have RECs assigned to you
- Step 4: Create and trade RECs
- Step 5: Maintain systems to support involvement in the RET



If you are considering becoming a registered agent please note many sellers and installers of solar water heater (SWH) and small generation unit (SGU) systems have found it easier to use one of the current registered agents. This means you do not have to pay the fees associated with becoming a registered agent or have to create and find a buyer for the RECs.

Visit – [List of registered agents](#)

What is an agent?

Agents are parties that are registered with the Office of the Renewable Energy Regulator (ORER). They can:

- purchase the right to create renewable energy certificates (RECs) on the online REC Registry on behalf of owners of solar water heaters (SWHs) and small generation units (SGUs).
- sell the RECs to other parties or surrender the RECs to the ORER to offset an existing REC liability. The agreement to transfer RECs to other parties takes place outside the REC Registry. However, the ownership of RECs is transferred in the REC Registry.

Buyers and sellers defined

Buyers and sellers under the RET scheme are defined as follows:

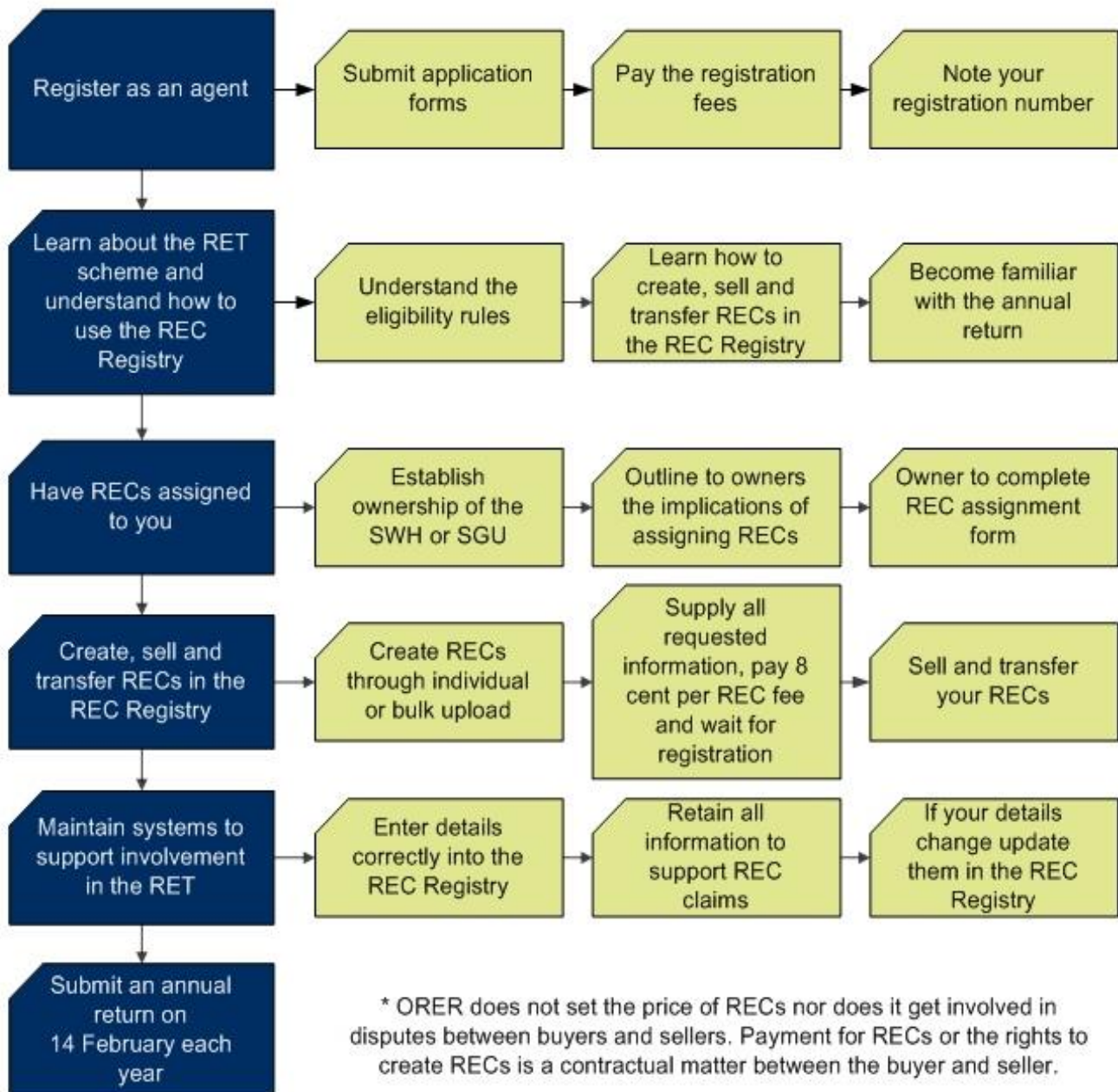
Buyers – Registered persons who buy RECs from eligible parties for a negotiated price via the REC Registry, typically wholesale purchasers of electricity (liable parties).

Sellers – Registered persons who create and transfer RECS via the REC Registry for a negotiated price, typically renewable energy power stations or owners and agents of SWHs and SGUs.





Process for new agents



* ORER does not set the price of RECs nor does it get involved in disputes between buyers and sellers. Payment for RECs or the rights to create RECs is a contractual matter between the buyer and seller.





PROCESS FOR NEW AGENTS


Step 1: Register as an agent

What to do	Details						
Become a registered person	<p>Every agent must be a registered person under the Act. A registered person can create, sell and transfer RECs in the REC Registry.</p> <p>To become a registered person fill in the application for registration.</p> <p>Visit - Application for registration</p> <p>Make sure that your account name in the online REC Registry matches the trading name attached to the ABN you have supplied.</p> <p>Visit - ABR website</p> <p>Your application cannot be processed until your trading names have been updated and match with your REC Registry account.</p>						
Become a registered agent	<p>A registered agent can create RECs that have been correctly assigned to them by owners of SWH and SGU systems in the REC Registry. To register as an agent you must submit the agent application, which also includes providing a copy of your REC assignment form to the ORER for review. See – Step 3: Have RECs assigned to you</p> <p>Visit - Application for registration as an agent</p> <p>Applicants should submit their signed registration forms to the ORER using the postal address, fax number or email address provided on the forms.</p>						
Pay the registration fees	<p>When ORER has received both forms an ORER officer will contact you and discuss how to use the REC Registry including paying your registration fees.</p> <p>In a majority of cases you will be approved following this conversation and notified of your registration number in an email generated by the REC Registry. You automatically use this number when creating RECs in the REC Registry. At this time a \$230 or \$250 fee is payable to complete the registration process.</p> <p>Registration fees</p> <table border="1"> <tbody> <tr> <td>To become a registered person</td> <td>\$20</td> </tr> <tr> <td>To become an agent where the company or individual is already a registered person</td> <td>\$230</td> </tr> <tr> <td>To become an agent</td> <td>\$20 + \$230 = \$250</td> </tr> </tbody> </table>	To become a registered person	\$20	To become an agent where the company or individual is already a registered person	\$230	To become an agent	\$20 + \$230 = \$250
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Step 2: Learn about the RET scheme and understand how to use the REC Registry

What to do	Details
<p>Understand and be able to communicate to owners the eligibility rules for SWHs and SGUs</p>	<p>For details on how to assess eligibility of SWHs and SGUs visit –</p> <p>SWH Eligibility SGU Eligibility (including Solar Credits)</p> <div style="background-color: #e6f2e6; padding: 5px; border: 1px solid #ccc;">  Solar Credits only apply to eligible installations of SGUs </div>
<p>Learn how to create, sell and transfer RECs in the REC Registry</p>	<p>For details on how to create, sell and transfer RECs visit -</p> <p>Step 4: Create, sell and transfer RECs</p> <p>The REC Registry also has a technical support desk to assist you with using the REC Registry system or technical difficulties.</p>
<p>Research the REC market</p>	<p>ORER has no role in setting the value of RECs. The value of RECs is determined by the supply and demand for certificates and may vary from buyer to buyer and from day to day. Agents can research REC prices by contacting companies in Australia that track the price of RECs, some of which act as brokers.</p>
<p>Learn about the RET</p>	<p>It's important to understand how the RET scheme works to increase the generation of renewable electricity in Australia and have the capacity to educate owners of SWHs and SGUs concerning their contribution to the scheme.</p> <p>ORER has created fact sheet summary of the RET scheme. You are encouraged to distribute this fact sheet to owners when you outline the scheme during the REC assignment process.</p> <p>Visit - RET – the basics</p>
<p>Familiarise yourself with the Solar Water Heater and Small Generation Unit Return</p>	<p>It is your duty to review the return when you first become an agent to ensure your records will allow you to provide the necessary information to the ORER.</p> <p>The Solar Water Heater and Small Generation Unit Return must be completed by Registered Persons, including Agents, who created more than 250 RECs for SWH and/or SGU from 1 January to 31 December inclusive for that given year, as specified under section 23F of the <i>Renewable Energy (Electricity) Act 2000</i> (the Act) and Regulation 20C of the <i>Renewable Energy (Electricity) Regulations 2001</i> (the Regulations).</p> <p>Visit - Annual return</p>





Step 3: Have RECs assigned to you

What to do	Details
<p>Establish that the person that is enquiring is the owner of the SWH or SGU at the time it is installed</p>	<p>The owner of the SWH or SGU at the time that is installed is entitled to create the certificate or certificates that relate to the installation. In some cases the owner of an installation may be the property developer, a builder or the eventual owner of a completed building.</p> <p>The situation where the owner could be considered to be the property developer and builder is:</p> <ul style="list-style-type: none"> • Where a property developer or builder installs a solar water heater, prior to the final payment for the building and consequent exchange of legal title. This is regardless of the later sale to the eventual owner of the property. It is assumed that the property developer or builder is the owner of the land upon which the property is being constructed until such time as the title is exchanged. <p>If a separate individual owns the land and enters into contract with a builder to develop the property the contractual arrangements surround this arrangement would need to be examined on a case-by-case basis to determine ownership.</p> <p>The ORER recommends that the property developer or agent retain details of the purchaser of the property to assist in audit, should the ORER need to confirm installation of the SWH.</p> <p>There may be a need for parties to seek further advice from the ORER or specialist legal advice in some cases.</p>
<p>Establish that the SWH or SGU installation has been completed</p>	<p>The owner of the SWH or SGU may not assign their right to create RECs until the installation of the SWH or SGU has been completed.</p> <p>RECs created by registered agents where the assignment of the RECs occurs before the completion of the SWH/SGU installation (ie the REC assignment form is signed) will be considered by the ORER to have been improperly created. Penalties exist for the improper creation of RECs under Subdivision C of the Act.</p> <p>All registered agents should ensure their REC assignment forms include a declaration that the installation of a SWH or SGU unit has been completed.</p>
<p>Ensure the system is eligible</p>	<p>For eligibility requirements see:</p> <p>SWH eligibility SGU eligibility (including Solar Credits)</p>





If the SWH has a capacity greater than 700L ask owner to complete statutory declaration 1 and provide a copy of statutory declaration 1&2 to the owner. Submit both statutory declarations to ORER.

If you are installing a system with a capacity greater than 700 litres on or after 9 September 2009 you are required by the RET legislation to submit two statutory declarations to ORER prior to creating RECs. The statutory declarations must state the following:

- Statutory declaration 1 (to be completed by owner): That the owner intends for the system to remain installed in its original configuration and location for the life of the system.
- Statutory declaration 2 (to confirm appropriately sized system):
 - the model of the solar water heater
 - the volumetric storage capacity of the heater
 - the premises at which the heater is to be installed and used
 - the purposes for which the heater, and the hot water produced by the heater, are to be used
 - that the volumetric storage capacity of the heater is appropriate for the premises at which the heater is to be installed and the purposes for which the heater, and the hot water produced by the heater, are to be used
 - the expertise or experience of the person signing the declaration in relation to a heater of the kind covered by the declaration. (in most cases this will be the installer/supplier).

Download statutory declaration templates at – [SWH statutory declaration examples](#)

Your statutory declarations must be witnessed by a person who is licensed or registered by law to witness a statutory declaration.

After the statutory declarations have been signed you can either:

1. Scan the documents and submit via email to statdec@orer.gov.au. All emails must have the owner's surname and the street number and name in the subject line. **(ie. Douglas – 26 Smith St)**

OR

2. Submit a photocopy of the statutory declaration and your contact details to:


Small Units Team
Office of the Renewable Energy Regulator
GPO Box 621
Canberra ACT 2601

The preferred option is to submit the statutory declarations via email.

Agents must keep the original statutory declarations as they may be requested at anytime by ORER for the purposes of auditing.





<p>Clearly outline to owners the implications of assigning the right to create RECs to an agent</p>	<p>When communicating with owners do not call RECs a rebate. The purchase of a SWH or SGU may entitle owners to RECs if their model is eligible. Explain that these certificates will be assigned to you, as their agent, and you will trade them on a market based system called the REC Registry. Ensure you establish with the owner:</p> <ul style="list-style-type: none"> the price that you are willing to buy the RECs for the date the owner will be paid – factor in the time it will take you to trade the RECs on the REC Registry that the ORER does not set the price of RECs nor does it get involved in disputes between buyers and sellers. The payment for RECs or the rights to create RECs is a contractual matter between you and the owner. <div style="background-color: #e6f2e6; padding: 5px; margin-top: 10px;"> <p> The right to create RECs can only be assigned once. Agents cannot re-assign the right to create assigned RECs to another registered person or agent</p> </div>
<p>Ask the owner to complete a REC Assignment form</p>	<p>A REC Assignment form is a legal document that must be completed before you can create RECs on behalf of an owner of a solar water heater or small generation unit installation.</p> <p>The ORER requires that each form contain a minimum set of information and form fields. The minimum requirements for each form are outlined in documents available at the following page:</p> <p>Visit – Mandatory information required for REC Assignment Forms</p> <p>Agents may customise their REC Assignment forms to incorporate additional explanatory text, company logos and other features. The ORER requests that a copy of the REC Assignment form be provided when forms are created or changed.</p>
<p>File the REC Assignment form</p>	<p>Once a REC Assignment form is completed it must be retained by the agent for at least five years and must be provided to the ORER if requested.</p>


Step 4: Create, sell and transfer RECs in the REC Registry

Once your RECs have been validated in the REC Registry you can trade your RECs. Use the following steps as a guide to ensure smooth REC creation and trading for SWHs or SGUs installations.

What to do	Details
<p>Create RECs as a Registered Agent in the REC Registry</p>	<p>There are two ways to create RECs for SWHs and SGUs:</p> <p>1. Individual Upload</p> <p>The REC Registry contains two drop-down menus for REC Creation for both SWHs and SGUs. Through the individual upload you can enter the details of individual systems into the REC Registry one at a time.</p>





	<p>2. Bulk Upload Function (Guidelines can be downloaded in Agents REC Registry Account)</p> <p>The ORER has developed SWH and SGU Bulk Upload Workbook based on the Bulk Upload Guidelines found in the REC Registry. The Deemed Installation Guidelines have been prepared to assist you in understanding the requirements of using the Bulk Upload functionality in the REC Registry. Use the Guidelines if you want to create your own template, or just want a list of all the formatting rules for reference.</p> <p>The ORER's SWH and SGU workbooks can be used for bulk upload REC creation in the REC registry if required. Instructions for use are on the first sheet of the excel workbook. The workbooks contain validation checks and use macros for converting the .xls files into a .csv file for upload into the REC Registry. Please note the version of excel used must be configured to enable the macros. For the latest version of these bulk uploads please email a request to the ORER at orer@orer.gov.au</p> <div style="background-color: #e6f2e6; padding: 5px;"> <p> REC Validation: ORER endeavours to validate RECs within 4 weeks of receiving all related documentation. It is the agent's responsibility to ensure that the related documentation is provided in a timely manner. Please allow sufficient time for ORER to validate RECs before any contractual deadlines to transfer/sell the RECs to another party.</p> </div>
<p>Supply sufficient address details</p>	<p>When entering address details fill out all relevant fields.</p> <p>The address of the installation must be sufficient to allow an officer of the ORER to visit the installation without requesting additional information. The ORER requires the following information as part of the installation address:</p> <ul style="list-style-type: none"> • Street number, street name, town/suburb, state/territory, postcode <p>If a street number is not available for the location, the ORER may accept the following:</p> <ul style="list-style-type: none"> • Lot number • Property name, and distance and direction from the nearest town/intersection/landmark also included in the address; • Boat name or chassis number • Geographic Information Systems (GIS) location • Roadside Mail Box (RMB) number or Roadside Delivery (RSD) number • An entry in the special address field that states how an ORER officer could find the address and the system on the property. <p>If none of the information listed above is available, please contact ORER for further advice.</p>





Supply additional information if there is more than one SWH, PV, wind or hydro system at an address

Supply sufficient information if there are two or more installations at a specific address.

All complete eligible SWHs or SGUs installed on or after 11 September 2006 can have RECs claimed for them. If there are two installations at a single address ORER requires a way to identify where each system is located on the property. RECs will not be passed for systems that do not supply sufficient information to describe where they are located in comparison to current or previous systems at the address. You can enter a description into the *special address* field in the online forms. One system can be nominated west and the other as east or other descriptions can be used such as “Main house” and “Granny Flat”.

Supply a site map if there are a large number of systems at a single address. When maps have been sent to ORER via email you must put a note in the *special address* field that states the date the email was sent and a number and/or description that matches the map that was sent via email. Suggested details to include on the map are:

- Accreditation code :
- Street number :
- Street name :
- Street type :
- Town /suburb :
- State :
- Postcode :
- First name :
- Surname :
- Special address :

Visit – [Example site map](#)

You should make sure all maps submitted to ORER have the exact locations of the systems drawn on the map. If maps are missing details such as tank serial numbers, product numbers, locations, address details and the owners name then ORER may not be able to pass the RECs. The email sent to ORER that has the map attached should also state the address in the subject heading.



You may want to contact your installers and inform them of all the information they need to include on the maps they provide to you.





<p>Duplicate serial numbers and site audit procedures</p>	<p>If serial numbers are duplicated you will need to conduct a site audit.</p> <p>When duplicate SWH tank serial numbers or duplicate PV panel numbers are entered into the REC Registry, ORER will require you to conduct a site audit of the systems involved. The more evidence you can supply to ORER of the inspection occurring the more likely your RECs will get passed without issue.</p> <p>There are 3 ways to conduct a site audit.</p> <ol style="list-style-type: none"> 1. Ask installers or home owners to take photos of the serial numbers involved. Provide the ORER with a copy of these photos along with a signed REC Assignment Form that confirms the tank serial number. 2. Ask installers to go back to the site and fill out a site audit report that states the address, tank brand, model, serial number and a date that the installer inspected it along with their signature. <p>Visit – Example site audit declaration</p> <ol style="list-style-type: none"> 3. Ring the owner of the system and ask them to complete a physical inspection while you are on the phone. Following this conversation you inform the ORER in an email stating the owner visually checked and confirmed the tank serial number. <p>ORER does not mind how you check the tank serial numbers just as long as you can provide some form of evidence that someone has physically checked the serial number. Please be aware that a clear photo will be the best form of evidence and has a higher chance of RECs being passed without further issues.</p>
<p>If you have a customer who wishes to create RECs for an SGU that has had RECs created for a previous deeming period you must fill out an Application to Obtain Accreditation Codes form</p>	<p>This form is to be completed when:</p> <ul style="list-style-type: none"> • you need to obtain the accreditation code for a small generation unit for which the right to create RECs has been properly assigned to them • RECs have been previously created for that small generation unit by another registered agent. <p>ORER will only supply accreditation codes when the right to create RECs properly assigned to you. By submitting this form to ORER you are warranting that the right to create RECs has been properly assigned to you under Subdivision BA of the <i>Renewable Energy (Electricity) Act 2000</i>.</p> <p>Visit - Application to obtain accreditation codes</p>
<p>Sell and transfer your RECs</p>	<p>ORER has no role in setting the value of RECs nor does ORER monitor the price of RECs. The value of RECs is determined by the supply and demand for certificates and may vary from buyer to buyer and from day to day. The ORER also does not get involved in the buying and selling of RECs.</p> <p>The basic steps to sell and transfer your RECs are:</p> <ol style="list-style-type: none"> 1. Log onto the REC Registry and follow the prompts for technical advice on how to sell and transfer your RECs 2. Research potential buyers – most of whom will be wholesale





	<p>purchasers of electricity who must buy RECs in order to acquit their liability under the Act.</p> <ol style="list-style-type: none"> 3. Set a price for your customers based on your research. See – Research the REC market under Step 2 4. Research the market frequently and adjust your price according to the market.
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Step 5: Maintain systems to support involvement in the RET

What to do	Details
Enter details into the REC Registry correctly	If you fail to enter in correct details your RECs may not be passed. The creation of RECs must be in accordance with the provisions of the <i>Renewable Energy (Electricity) Act 2000</i> and the <i>Renewable Energy (Electricity) Regulations 2001</i> .
Collect and retain all the necessary information to support REC claims for a period of 5 years after the RECs were created	From time to time the ORER may request the following information: <ul style="list-style-type: none"> • Completed REC Assignment Form • Installation Report • Invoice of SWH or SGU system • Site audit of SWH or SGU installation • Photos of the installation • Statutory declarations
Changing your details	If the information included in your original application to become an agent changes, you will need to update your details in the REC Registry.
Submit your Solar Water Heater and Small Generation Unit Return if you have created more than 250 RECs in a given year.	Under section 23F of the Act, the Solar Water Heater and Small Generation Unit Return must be submitted by 14 February each year . Under sections 30A and 154 of the Act, the Regulator may suspend the registration of a registered person if the return is not provided before the due date.

Helpful links

The below links are helpful for agents:

- [Department of Climate Change](#) – For policy updates
- [Department of Environment, Water Heritage and the Arts](#) – For information about other Federal rebates
- [Clean Energy Council](#) - The Clean Energy Council is an amalgamation of the Australian Wind Energy Industry Association (Auswind) and the Australian Business Council for Sustainable Energy (BCSE). With over 400 businesses covering a quarter of Australia's total electricity production including gas, wind, hydro and bioenergy, solar PV, solar hot water, biomass, geothermal and cogeneration
- [GreenPower](#) - An initiative for people/business' to voluntarily buy and surrender RECs

ORER values your feedback. If you have any feedback on how to improve this fact sheet please email ORER orer@orer.gov.au

