

Last updated: 30 Mar 2023

## Solar feed in tariffs

Here are some answers to frequently asked questions relating to the solar approval and connection process.

### Solar metering

In Victoria, smart meters are set up so that:

- Your property uses the solar-generated electricity first.
- Only the **excess** solar-generated electricity is exported to the grid. You will receive solar feed-in credits from your energy retailer for every kWh exported.
- You pay for any electricity you import from the grid.

This is known as 'net' metering.

### Will I pay GST on the solar I generate?

No. GST only applies to the electricity you import from the grid, not to the electricity you generate via solar.

### Feed-in tariffs

Your retailer must offer at least one of the following **General Feed-in Tariffs**:

- **Single-rate**: this is a flat rate credited as cents per kilowatt hour (5.2 cents).
- **Time-varying**: the amount you are credited depends on the time of day you export electricity. Timeframes are divided as per the table below:

Period	Weekday	Weekend	Rate (example only)
Off-peak	10pm to 7am	10pm to 7am	7.1 c/kWh
Shoulder	7am to 3pm, 9pm to 10pm	7am to 10pm	5.0 c/kWh
Peak	3pm to 9pm	n/a	6.9 c/kWh

### Need help?

#### 1800 500 509 (Freecall)

Monday to Friday between 8:30 am and 5:00 pm

#### Email & Web

Email us at [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
or visit [ewov.com.au](http://ewov.com.au)

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GPO Box 469, Melbourne, Victoria 3001

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Some customers may be on a **Premium Feed-in Tariff (PFIT)** if they signed up to this scheme before December 2011. It is important to note:

- You can change energy retailers.
- If you add new solar panels or battery storage, you will become ineligible for the PFIT .
- PFIT rates will end on 1 November 2024.

## How can EWOV help?

EWOV CAN help with complaints about your energy retailer. For example, we can help with issues relating to your solar account, connection or metering.

EWOV CAN'T investigate complaints about solar installation companies. Please contact Consumer Affairs Victoria on 1300 55 81 81 or the Clean Energy Council at [cleanenergycouncil.org.au](https://cleanenergycouncil.org.au)

## Where can I find more information?

Victorian Government's transition to renewable energy:

[energy.vic.gov.au/renewable-energy](https://energy.vic.gov.au/renewable-energy)

Clean Energy Council's solar website:

[solaraccreditation.com.au/consumers](https://solaraccreditation.com.au/consumers)

Solar Victoria:

[solar.vic.gov.au](https://solar.vic.gov.au)

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