



SolShare FAQs
for Apartment Residents

Congratulations on the recent solar installation at your building!

The planet and your bank balance will thank you for taking this big step.

As you might know, Allume is the Aussie company who have developed SolShare; the technology that's making it possible for you to share the benefits of a common solar system with your neighbours.

We've put together this list of FAQs that might help you as you start to see the benefits of solar come to life.

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GENERAL QUESTIONS

Who should I go to first with questions?

That does depend on what your question is, but in general, your solar installer is your best first point of contact for most questions.

Our building is interested in upgrading our solar system with other electrification options (e.g., batteries, EV chargers, etc.), where would I start with this?

Your solar installer would be a great first point of contact. Many solar installers have a lot of experience with other equipment such as batteries and EV chargers.

The SolShare/s at my building lost internet for 3 weeks but are now back online. Why can't I see data for all of that 3 week period now?

When there is a stable and strong internet connection to a SolShare, it will send solar and load data for your tenancy to Allume's database on a constant basis.

When that internet connection is lost, the SolShare holds data for approximately 2 weeks. If the internet connection is lost for longer than 2 weeks, the SolShare will replace this stored data, so that the most recent 2 week period of data is stored.

Therefore, if the internet connection is lost for more than 2 weeks, when the internet connection is restored, data for the most recent 2 week period will be shown in SolCentre.

How do I maximise the value of my new solar system?

The \$ value of solar energy exported to the grid is typically significantly lower than consuming your solar energy for your tenancy's loads.

As such, where possible, you can maximise the value of your new solar system by running as many electrical loads during the day (strong sunlight hours) as you can, for example:

- Run your dishwasher around the middle of the day
- Run your washing machine around the middle of the day
- If you batch cook for the week ahead, do this during the day with an electric stove/oven
- Transition from gas to electric cooking, if this is an option for you
- Move your hot water system over to an electric system, if you don't already have one
- Set the timer on your electric hot water system to heat up during the day
- Run your air-conditioning or electric heating at moderate levels during the day, and open a window or throw an extra blanket on at night.

SOLAR ALLOCATION & EXPORT

I'm going away for over a month soon and will be turning all my appliances off, will I still get benefit from solar?

When you don't use electricity in your tenancy for extended periods (a full calendar month or longer), you still receive some benefit from your allocated solar.

This is possible because in most states in Australia you are paid a feed-in tariff, or FiT, for your solar allocation that is exported to the grid (see [page 7](#)) through your own smart meter.

Can I give my solar allocation to a neighbour in my building?

Typically, a tenancy that has its tenants away on holiday or for other extended periods do not "pass on" their solar allocation to a neighbour.

This is because the ownership, and therefore the benefits of the system, sit with the physical tenancy, rather than the tenants. The solar benefit has often been allocated to reflect how the initial investment into the shared solar system was originally distributed.

My tenancy is exporting solar to the grid, even though it's less valuable than sending me solar when my loads need it. Why is this happening?

When your tenancy is allocated solar generation by SolShare, you will receive the benefit in one or both of these ways:

1. Lower energy bill for electricity consumed by the grid, because the solar allocation is being consumed directly by the loads in your tenancy (reducing your electricity import from the grid).
2. Receive a feed-in tariff (FiT) for surplus solar exported to the grid when your tenancy loads are not consuming a lot of energy.

SolShares are designed to send solar to each tenancy when that tenancy's loads need it – but it is also designed to provide a fair share of solar to each tenancy in the building.

This considers, in real time:

- Your tenancy's load consumption
- The output of the solar system
- To a certain degree, your neighbours' tenancy load consumption
- What your building's battery/ies are doing (charging/discharging) (if applicable)

To ensure fair sharing, which is calculated over each calendar month, the SolShare also considers:

- Your tenancy's load consumption so far this month
- Your neighbours' tenancy load consumption so far this month
- The amount of solar energy generated this month
- The amount of solar energy expected to be generated until the end of this month
- The amount of energy discharged by battery/ies so far this month (if applicable)
- Any discrepancy in the fair sharing results in the previous calendar month (SolShare will "make up" for these discrepancies the following month) (if applicable)

As such, it may be that your tenancy has been very energy efficient so far this month, so there haven't been many instances where your tenancy's load has been consuming energy to warrant sending solar to it.

However, towards the end of the calendar month, the SolShare needs to ensure you have received your fair share of solar generation, so will start sending your tenancy solar, and if your loads don't need energy, the default path for that solar generation is to be exported to the grid.

How do I make sure I'm receiving a feed-in tariff (FiT) for my solar export?

A feed-in tariff, or FiT for short, is the payment you receive on your electricity bill for exporting solar to the grid. A FiT is available to electricity customers exporting solar to the grid with a SolShare in most states in Australia.

You will see it as a line item on your monthly/quarterly electricity bill, and it will be shown as a negative cost (i.e., it's making you money!).

Note that it is very typical for the FiT rate to be significantly lower than the rate you pay for electricity from the grid. In most states, about 6¢/kWh is paid to you as a FiT for exporting solar to the grid, but you might pay about 30¢/kWh for electricity imported from the grid.

This might mean you might have a total FiT payment credit on your bill of about \$5 - \$20 per month, depending on how you use your solar and how much solar your tenancy has been allocated.

Your solar installer will have organised for a FiT to be enabled for your electricity meter, but the process to flow this through from that application to your energy bill can take weeks or months.

This will depend on who your local Distribution Network Service Provider (DNSP) and who your energy retailer is. The time taken for this to be processed is typically not in the control of your solar installer.

If you are concerned that your FiT has not been applied for or you haven't yet seen a FiT applied to your electricity bill a few months after the solar installation, contact your solar installer (or your strata manager or strata committee if you are unsure who your solar installer is).

MOVING IN/OUT

I've been enjoying solar to my tenancy with SolShare for a while but will be moving out soon.

Do I need to do anything?

Please send an email to support@allumeenergy.com.au and provide your:

- Building's address
- Apartment number
- Email address that you use for logging into SolCentre
- Anticipated or actual move-out date
- Contact details of your strata manager or OC committee chairperson (if possible)

Our technical support team will process this information and adjust your SolCentre profile accordingly.

Of course, if you're moving into another multi-tenant building and it doesn't yet have solar, get in touch with us to see how you and your neighbours in your new building can benefit from solar, too!

I've just moved into a new building and my tenancy is already connected to solar with SolShare . How do I get access to SolCentre?

Please send an email to support@allumeenergy.com.au and provide your:

- Building's address
- Apartment number
- Email address that you would like to use for logging into SolCentre
- Anticipated or actual move-in date
- Proof of address (e.g., a lease agreement or utility bill)
- Contact details of your strata manager or OC committee chairperson (if possible)

Our technical support team will process this information and create a login for SolCentre for you.

SOLCENTRE MONITORING PORTAL QUESTIONS

When can I start to see my tenancy's data in SolCentre?

You can view your tenancy's data in the SolCentre monitoring portal after the SolShare/s in your building are fully commissioned, which may take place after their physical installation.

To access the SolCentre monitoring portal, you can login with details emailed to you (this may take days to weeks after installation, depending on the electricity rules in your state, when you provided your details to your solar installer, etc.).

How do I see data from my building's solar system and access a monitoring portal?

Your solar installer may have provided access to one or a number of monitoring portals for your new solar system:

- Inverter monitoring portal
- SolCentre monitoring portal (this is Allume's portal)
- Other third-party monitoring portal

The SolCentre monitoring portal allows you to see the solar energy generation allocated to your tenancy, your tenancy's energy consumption or load, and how much solar was consumed by your tenancy versus exported to the grid.

I cannot see recent data for my tenancy in SolCentre, what happened?

In order to view your tenancy's up-to-date data in SolCentre, there needs to be:

- Grid power to the SolShare/s and an operational inverter/s for each SolShare
- Strong and stable internet connection to the SolShare/s
- SolShare/s operating correctly

If all the above are satisfied, you should be able to see solar and load data for your tenancy up until the previous hour.

If you can see load data, but not solar data, it may mean that your tenancy has received its fair share of solar earlier in the calendar month, and other tenancies are catching up. You should start to see some solar allocation to your tenancy again in the coming days.

If you see prolonged periods (greater than one week) with no solar or load data, then it is best to contact your solar installer for them to look into this issue for you.

Our tenancy has multiple tenants (e.g., we are a couple or a sharehouse), can we each get a SolCentre login?

SolCentre allows for one login per tenancy.



WE'RE HERE TO HELP.

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