



Technical Guidance - NSW Home Energy Saver Program (HESP) – Loan Guidelines

Technical Guide – NSW Home Energy Saver Program (HESP) – Loan Guidelines

This document provides technical guidance to New Energy Tech Approved Sellers on complying with NETCC requirements in relation to the New South Wales Home Energy Saver Program (NSW HESP).

This document is not intended to indicate how the NSW HESP should be applied. Rather, it outlines how the NSW HESP may apply to the activities and obligations of Approved Sellers.

Introduction

The New Energy Tech Consumer Code (NETCC) sets good practice standards for providing residential and small business customers with New Energy Tech products, systems, and services. Approved Sellers have obligations to their customers regarding the quality of the technical information and service provided during the quotation, installation, and post installation stages of the delivery of the New Energy Tech.

This document outlines recommended actions that Approved Sellers can undertake to meet NETCC requirements when providing New Energy Tech under the NSW HESP loan applications. This information has come directly from the NSW HESP loan guidelines which can be found here:

https://www.energy.nsw.gov.au/sites/default/files/2026-06/Home-Energy-Saver-Loans-guidelines-25062026_0.pdf. In due course, more information will be added for discount applications when the information is available.

Loan Eligibility Criteria – Consumer information

Consumers may be eligible for a loan if they meet the eligibility criteria below and none of the exclusions apply:

- NSW dwellings: The dwelling must be in NSW.
- Borrower residency: The borrower must be an Australian citizen or permanent resident.
- Household income limit: Borrowers must have a combined, taxable income of up to \$210,000.
- Ownership: The borrower must own the property, either as an-owner occupier or landlord.
- Eligible upgrades: The Home Energy Saver loan finances the upgrade by the borrower of an eligible technology which meets the eligible technologies requirements.

Code Administrator Note: In the context of a Approved Seller, this document will only address New Energy Tech that meets the eligibility requirements. Reference: NETCC Part C – Definitions – New Energy Tech.

NSW HESP Approved Product List – NETCC Approved Resellers

Home upgrade category	Home upgrade type
Appliances	Electric Vehicle (EV) level 2 charger
Electrical Supply and Demand Management	Rooftop Solar photovoltaic (PV) system
	Battery Energy Storage System
	Switchboard upgrade



Technical Content

Part A: Appendix

NOTE 1

For all activities in the NSW HESP, **prior to any work commencing**, an electrical safety inspection is required before anyone enters high risk areas, such as the roof space or removing the electrical switchboard wiring panel. It must be carried by a licensed electrician **before any electrical work commences**. The inspection does not need to be carried out separately for each upgrade activity. It may have been completed within the previous 12 months or completed prior to the installation activity and needs to include an evaluation of:

- a. electrical supply capacity to the house
- b. any upgrades required to the meter, switchboard or wiring
- c. safety and condition of wiring, particularly in any area to be accessed, such as the roof space, walls, or under-floor or around exhaust fans, and compatibility with installation of insulation
- d. any upgrades required to minimise the risk of fire or electrocution
- e. suitability of the current electrical supply, meter, switchboard, and wiring for any activities being considered, such as the addition of a PV system, battery, or EV charger.

*Code Administrator Note: Ensure that the required electrical inspection has been completed prior to commencing any work. The findings in the inspection report may alter information gathered for a quotation by a remote method. **AS/NZS 3019 Electrical Installations – Periodic Assessment** provides recommended items for inclusion in the inspection report. It is recommended that no quotation is provided to the consumer prior to reviewing the inspection report. Consider also referencing the electrical safety inspection in the completed CCEW as an additional step to demonstrate compliance with the NSW HESP. **Reference: NETCC Part B – Our Required Practices – Clause 17.***

Geo-tagged before and after photos must be provided clearly demonstrating the quality of the installation and decommissioning of any connections that are no longer required.

*Code Administrator Note: The photos required by the NSW HESP Loan guidelines are broadly similar to those required under the Small-scale Renewable Energy Scheme (SRES). However, Approved Sellers should note the additional requirement to capture photos **prior** to installation work commencing (including EV chargers), as well as photos of any connections that have been decommissioned as part of the installation. **Reference: NETCC Part B – Our Required Practices – Clause 17 (b).***

NOTE 2

If an upgraded supply is needed to the house to install a new product, this requires an accredited service provider (ASP) to perform this work (this includes switchboard work or replacement). A Notification of Service Work



(NOSW) must be submitted to the Distribution Network Service Provider (DNSP) to notify of the increased demand in accordance with the NSW Service and Installation Rules and AS/NZS 3000.

Code Administrator Note: The quotation supplied to the consumer must make clear who is responsible for engaging the ASP if an upgraded electrical supply is needed due to installation of the new product. If the Approved Seller is providing the ASP service, or sub-contracting the ASP, the Approved Seller is responsible. [NETCC Part B – Our Required Practices – Clause 62](#).

Part B: Minimum product specifications

Appliances

Electric vehicle (EV) charger

Activity requirements

Installation of a Level 2 EV charger that is:

- a. installed by a licensed electrician (refer to Note 2 above)
- b. purchased from a New Energy Tech (NET) Approved Seller under the NETCC
- c. if installed in a Strata managed building, must follow the requirements outlined in the Strata Schemes Management Act: <https://legislation.nsw.gov.au/view/html/inforce/current/act-2015-050>
- d. The installer must also complete and submit a CCEW. Refer to Note 3 in the NSW HESP loan guidelines.

Code Administrator Note: The EV charger product to be installed must be a Level 2 EV charger as a minimum. This means that it provides moderate-speed charging suitable for daily use and are typically installed at home or in public/workplace locations. [NETCC Part C – Definitions – New Energy Tech \(I\)](#).

Electricity supply and demand management

Rooftop solar photovoltaic (PV) system

Activity requirements

The installation of a solar photovoltaic (PV) system that:

- a. is designed and installed by a Solar Accreditation Australia (SAA) accredited designer and installer
- b. meets SAA design and installation guidelines

- c. is an eligible small-scale renewable energy system under the Clean Energy Regulator's (CER's) Small-scale Renewable Energy Scheme (SRES)
- d. has its modules (panels) and inverter(s) (if required) listed on the Clean Energy Council's (CEC) list of approved components. If an inverter is installed, it must have a communication channel that is compliant with IEEE 2030.5 CSIP-AUS, either hosted locally on the inverter or a gateway device, or via a certified cloud connection to the network operator utility server
- e. is classified as small-scale by CER (no more than 100 kW total system capacity and generating less than 250 MWh of total system annual electricity output)
- f. is purchased from a New Energy Tech (NET) Approved Seller under the New Energy Tech Consumer Code (NETCC)
- g. is registered in the AEMO Distributed Energy Resource (DER) Register, and updated for all system components (inverter, PV modules)
- h. the installer must also complete and submit a CCEW. Refer to Note 3 in the NSW HESP loan guidelines.

NOTE 18

When the NSW Consumer Energy Resources Installer Portal is released in the future, this must also be used by the Installer.

*Code Administrator Note: Only inverters that have been tested and successfully passed CSIP-AUS certification can be installed. **NOTE** - An amendment to the CSIP-AUS Australian Standard – AS 5573 – is expected to Industry shortly allowing for the installation of currently listed CEC Approved inverters certified to previous site-level communications standards until 31 October 2026. [NETCC Part B – Our Required Practices – Clause 32.](#)*

Battery Energy Storage System

Activity requirement

Installation of a Battery Energy Storage System (BESS) that:

- a. is installed by a battery installer accredited by Solar Accreditation Australia (SAA) and signed off by a person accredited by SAA for both battery design and installation. This includes systems classified as Grid Connected Battery Systems (GCBS) for on-grid applications and Stand-Alone Power Systems (SAPS) for off-grid installations
- b. is installed in accordance with AS/NZS 5139 and the industry-developed Best Practice Guide: Battery Storage Equipment
- c. has its battery(s) and inverter(s) (if required) listed on the Clean Energy Council's (CEC) list of approved components. If an inverter is installed, it must have a communication channel that is compliant with Institute of Electrical and Electronics Engineers (IEEE) 2030.5 CSIP-AUS, either hosted locally on the inverter or a gateway device, or via a certified cloud connection to the network operator utility server



- d. has a Usable Battery Capacity greater than 5 KWh as recorded on the Clean Energy Council's (CEC) approved product lists (refer to Note 19 below)
- e. is internet connectable and controllable by a Demand Response Aggregator to enable connection to a Virtual Power Plant (VPP). Meeting this requirement may require the existing inverter to be replaced or updated
- f. has a warranty of at least 10 years for each item of the system, and guarantees that at least 70% of Usable Battery Capacity is retained 10 years from the date the Battery Energy Storage System is installed at the site
- g. is installed at a site (defined by National Metering Identifier) which also has a behind the meter solar photovoltaic system
- h. is purchased from a New Energy Tech (NET) Approved Seller under the NETCC
- i. is registered on the AEMO DER Register²⁴, and updated for all system components (inverter, battery)
- j. has a working smoke alarm installed in the immediate vicinity that meets AS 3786, if the system is installed indoors
- k. the installer must also complete and submit a CCEW. Refer to Note 3 in the NSW HESP loan guidelines.

NOTE 19

The upper threshold is aligned with the PDRS to meet the SRES upper threshold incentive requirement for maximum nominal battery capacity. The lower end of the battery threshold is set to ensure that SRES requirements for minimum nominal battery capacity can also be met.

NOTE 20

When the NSW Consumer Energy Resources Installer Portal is released in the future, this must also be used by the Installer.

*Code Administrator Note: For battery energy storage systems (BESS) to be eligible for the NSW HESP, the battery inverter must have been tested and successfully passed CSIP-AUS certification can be installed. **NOTE** - An amendment to the CSIP-AUS Australian Standard – AS 5573 – is expected to Industry shortly allowing for the installation of currently listed CEC Approved inverters certified to previous site-level communications standards until 31/10/2026. [NETCC Part B – Our Required Practices – Clause 32](#).*

Additionally, a 10-year warranty on each item of the system (example items include battery, inverter, site metering, energy management system, etc.) is required. A guarantee that the usable capacity of the battery capacity will be retained to at least 70% for 10 years from the date of installation is also required. [NETCC Part B – Our Required Practices – Clause 9 \(j\)](#).

*If installed indoors, (e.g. - garage under main roof line, battery room, plant room), a 240V AC smoke alarm must be installed in the vicinity of the battery energy storage system. It must also be interconnected with other smoke detectors in the same residence (if the existing smoke detector(s) allow for interconnection) to comply with AS 3786. * [NETCC Part B – Our Required Practices – Clause 32](#).*





TECHNICAL GUIDANCE

If installed indoors, a 240V AC smoke alarm must be installed in the vicinity of the battery energy system. It must also be interconnected with other smoke detectors in the same residence.

** To comply with AS 3786:2023 Smoke alarms using scattered light, transmitted light or ionization, interconnection wiring must be connected between the smoke alarm within the vicinity of the BESS, and to other smoke detectors within the residence (if they allow for interconnection).*

Switchboard Upgrade

Activity requirements

The upgrading of the switchboard and any associated electrical work that is:

- completed by a licensed electrician (refer to Note 2 above)
- required to safely support the completion of another activity under the HESP, such as installation of PV modules, household battery, and EV charging point
- the installer must complete and submit a CCEW. Refer to Note 3 in the NSW HESP Loan guidelines.



info@newenergytech.org.au

03 9929 4195

newenergytech.org.au

