Information Sheet

Solar Accreditation Australia

Special Consideration – Breach of Installation Limits

We recommend that individuals who wish to apply for Special Consideration - Breach of Installation Limits download this information sheet.

*Applicants should carefully follow these instructions and the related checklist to ensure they understand the Rules, Eligibility and Application Fee **before** submitting their application.*

Overview

Solar Accreditation Australia is aware that a number of claims for small-scale technology certificates (STCs) have been failed where installers exceeded daily installation limits because they signed off more than two systems in a day.

To support installers who have misunderstood how the installation limits are applied, Solar Accreditation Australia is providing special consideration for relief for installations that occurred between 1 July 2025 and 22 December 2025.

Relief is not available for installations that occur after 22 December 2025.

Eligibility

Relief will only be considered where it can be demonstrated that the installer has substantively complied with installation limits for all aspects of the work other than the commissioning or sign-off date.

> *As an example: special consideration may apply where installations were completed over multiple days in accordance with SAA Requirements, but commissioning and sign-off for more than two systems occurred on the same day, even though the majority of installation work was performed on prior days.*

To obtain relief, installers or retailers need to apply for special consideration using the **form available on the SAA website.**

Special consideration is not available where an installer breached installation limits by installing more than two systems in a day.

Applications for special consideration

Each application for special consideration will incur a $395.99 fee (including GST). Each ‘sign-off’ date for which relief is sought requires a separate application.

Application fees are not refundable, and applicants should ensure they have reviewed the following information before deciding whether to submit an application.

- Information Sheet *(this document)*
- Rules – Special Consideration - Breach of Installation Limits
- SAA Technical Requirements (available on the Scheme Administration page of the SAA website)
- Downloadable Checklist to assist with compiling information for an application.

Installers and retailers have 12 months from the date of installation to submit STC claims. The special consideration process will remain available for the same period.

Applications can be submitted up to **22 December 2026**, provided the installation/sign-off date occurred **between 1 July 2025 and 22 December 2025.**

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Assessing Applications

All applications will be assessed against a consistent checklist.

To support our decision making, we require details of **all installations signed off by an installer on the date in question**.

This means information you need to provide may relate to:

- Failed STC claims.
- Claims that are yet to be submitted.
- Claims for which STCs have been paid, but where additional systems were signed off on the same date.

Points to Consider

Any relief that is granted will relate only to the sign-off aspect of the two systems per day installation limit.

Obtaining relief does not guarantee that STC claims will be approved by the CER, since claims may be rejected for reasons other than exceeding the installation limit.

Information required for applications

General information

For each special consideration application submitted, applicants will need to provide:

- Applicant Role – *whether Installer, Retailer or both*
- Applicant First Name
- Applicant Last Name
- Applicant Email
- Where the applicant is a Retailer, confirm that the installer is aware of the special consideration for relief application
- Installer's SAA Accreditation Number
- Installer's Electrical Worker License Number
- Installer's Electrical Worker Licence (State)
- Number of systems in this Special Consideration Application (can be between 3 and 6 systems)
- The date these systems were signed off/commissioned. *All systems in the application need to have the same sign-off date.*

Information on each system for which relief is sought

For each system for which relief is sought, the following evidence is required:

- System Type – *Solar PV or Battery*
- STC Claim Status – *Failed, Approved, Not submitted*
    - If failed – reason for fail and copy of fail notice
    - If claim has been submitted (failed or approved) the STC assignment (submission) form.
- STC Submission ID *(where applicable) *This can be found on the STC submission form.*
- System Size (kW)
- Installation Address
- Installation Start Date
- Sign Off/Commissioning Date

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- Installation Selfies – *images must be geotagged and timestamped*
  - Job Setup Installer Selfie
  - Mid-Installation Installer Selfie
  - Testing and Commissioning Installer Selfie
- Electrical Safety Certificate *(date of certificate must match the sign-off/commission date in the application.)*

Other requirements

When completing the online application, applicants will need to declare that they have reviewed and understood the contents of:

- SAA Rules - Special Consideration Breach of Installation Limits
- Information Sheet - Special Consideration *(this document)*
- SAA Technical Requirements (available on the Scheme Administration page of the SAA website)
- Are aware of the downloadable checklist *(to help with compiling the required information).*

After submission

- When you have submitted the online application form, you will be routed to Stripe online payment platform. Payment is required before your application proceeds.
- Following payment, you will receive confirmation and an automated payment receipt.
- You will later receive an email confirming that your special consideration application has been received into the SAA system.
  - Upon receipt of your application, we will raise a ticket in the SAA system to assess your application.
- You will be notified of the outcome of your application within 35 days, unless notified sooner that we need more time.
- Any notification on the outcome of your application, whether approved or rejected, will provide details of the next steps available to you.

At the end of the application form

Applicants must confirm:

- I acknowledge and agree to the Terms and Conditions under the Rules - Special Consideration – Breach of Installation Limits, including any fees, responsibilities, and requirements associated with this Application.
- The installer met all requirements of the Rules – Special Consideration – Breach of Installation Limits at the time of installation, held the appropriate Class and Type of Accreditation, and was not suspended on the day of installation, or the time of application for special consideration.
- The sign off/commissioning of systems that are the subject of this application occurred between 1 July 2025 and 22 December 2025.
- All evidence submitted is accurate, authentic, and truthfully supports, and relates to the specific circumstances of the application.
- Providing false or misleading information or evidence, whether knowingly or in circumstances where I ought reasonably to have known of its falsity, may be considered a breach of the Code of Conduct (available on the Scheme Administration page of the SAA website) and may result in disciplinary action, including suspension or removal from the accreditation scheme.

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SAA will report any breach to the Clean Energy Regulator (CER), who may take any action available to them under their regulatory powers.

What happens after I submit my application?

When submitting the application form, you will be directed to our online payments platform and pay for your application.

You will receive an automated receipt confirming your payment has been processed.

Following payment, your application will progress to our team, and applicants will receive an email confirming their request for special consideration has been submitted.

The SAA team will review your application and respond within 35 days, unless we advise you sooner that we need more time.

Information on the outcome of your application will be shared when the application has been considered. We'll share specific information at that stage about next steps as it relates to your circumstances.

Want to submit an application?

Please download/save the Checklist to understand what information is needed for your application. The checklist is available in a downloadable fillable field pdf format, so you can collate all required information before needing to populate the online application form.

Important: The online form does not autosave. Closing or refreshing the page, or any interruption to your internet connection, will require you to restart the form. We encourage you to compile all necessary data offline using our Requirements Checklist before starting your application.

Once you have all available information ready, you can access the **Online Application Form** and complete and submit it.

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