Solar Accreditation Australia

Rules – Special Consideration - Breach of Installation Limits

1. Scope

1.1 These Rules govern applications for special consideration submitted to Solar Accreditation Australia (SAA) for relief from the installation limits prescribed in the SAA Technical Requirements (available on the Scheme Administration web page).

1.2 Special consideration may only be requested in circumstances where all conditions set out in these Rules are satisfied.

1.3 These Rules do not apply to any other form of exemption, waiver, or variation of scheme requirements.

2. Eligibility

2.1 SAA will only consider applications where all of the following conditions are met:

2.1.1 A valid application is received in accordance with Section 3;

2.1.2 The installer is accredited with SAA at the time the application for special consideration is made and is not suspended;

2.1.2.1 The installer held the appropriate Class and Type of accreditation on the day the installations that are the subject of the special consideration request commenced;

2.1.2.2 The installer is compliant with all other scheme rules on the date the application is submitted and remains compliant for the entire duration of the application process;

2.1.2.3 It can be demonstrated that the installer has substantively complied with installation limits for all aspects of the work other than the commissioning/sign-off date.

2.1.2.4 Illustrative Example: Special consideration will only be provided where more than two (2) systems have been signed off or commissioned on the same day, and it can be demonstrated that the installations occurred over multiple days, with no more than two (2) system installations commenced on any one day.

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3. Application Requirements

3.1 An application for special consideration is valid only if all of the following conditions are satisfied:

3.1.1 The application is complete and lodged within the required timelines;

3.1.2 The application meets all eligibility criteria set out in Section 2;

3.1.3 The application includes sufficient and acceptable evidence to support the request, including geo-stamped and time-stamped photographic evidence originally submitted to the Clean Energy Regulator (CER) for the claim in question, and any additional documentation requested by SAA;

3.1.4 The applicant agrees to the Terms and Conditions set out in Section 7 and any additional Terms and Conditions notified by SAA as part of the application process;

3.1.5 The applicant provides a clear explanation of the circumstances and pays the non-refundable application fee;

3.1.6 All evidence requirements are met within six months of the application date. Failure to do so will result in the request being closed. If closed, a new application and fee will be required to continue; and

3.1.7 The application is submitted by the installer who undertook the work, except where a retailer applies in accordance with Section 4.

Single Sign-Off Date Rule

3.2 Each application for special consideration must relate to a single commissioning or sign-off date (being the date of the electrical certificate of compliance).

3.2.1 While multiple installations may be included in the same application, all installations within that application must share the same commissioning/sign-off date. Where an applicant seeks special consideration for multiple sign-off dates, a separate application must be lodged for each sign-off date.

3.2.2 Application fees apply to each separate application for special consideration.

3.3 Applicants must ensure that their application is received by SAA with sufficient time for SAA to properly assess the request and provide notification of the outcome. SAA will not be held accountable where an applicant is unable to make a claim to a third party, or where the time for doing so expires, regardless of the reason.

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4. Applications by Retailers

4.1 An application for special consideration may be lodged by a retailer acting on behalf of an installer only where:

4.1.1 The installations for which relief is requested relate to a claim lodged by the retailer on behalf of the installer.

4.2 Where a retailer applies, the following conditions apply:

4.2.1 The retailer must provide a written declaration to SAA confirming that they have the installer's express authorisation to act on their behalf;

4.2.2 The retailer must acknowledge that SAA may reject the application if:

4.2.2.1 The installer did not hold the appropriate accreditation type at the time the installations commenced; or

4.2.2.2 The installer is suspended at the time the application is made; and

4.2.2.3 The retailer must comply with all requirements of these Rules, including but not limited to the application requirements set out in Section 3.

5. Evidence Requirements

5.1 All evidence submitted must be accurate, authentic, and truthfully support, and relate to, the specific circumstances of the request.

5.2 Additional information must be provided if requested by SAA.

5.3 Where false or misleading information is provided to support any part of the request for special consideration, the entire request will be rejected.

5.4 Providing false or misleading information or evidence, whether knowingly or in circumstances where the applicant ought reasonably to have known of its falsity, may be considered a breach of the Installer Code of Conduct (available for review of the Scheme Administration web page) and may result in disciplinary action, including suspension or removal from the accreditation scheme. In addition, SAA will report this to the Clean Energy Regulator (CER), who may take any action available to them under their regulatory powers.

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6. Assessment

6.1 Approval of any request for special consideration is at the sole discretion of SAA.

6.2 SAA may impose conditions on any approval, including but not limited to requiring the installer to provide an undertaking, complete specified training, or comply with additional monitoring requirements.

6.3 Any relief or exemption granted by SAA does not bind the Clean Energy Regulator (CER).

6.3.1 CER may, at its discretion, reject or refuse to accept any claim supported by SAA's decision for any reason, including but not limited to reasons unrelated to the request or SAA's determination.

Notification of Outcome

6.4 SAA will notify the applicant of the outcome of their application within thirty-five (35) calendar days of receipt of a valid application that meets the requirements within these rules, or advise the applicant prior to this timeframe if additional time is required.

6.5 All decisions will be provided in writing and will include the reasons for the decision.

6.6 Where SAA approves a request, such approval is not effective until the applicant has received written notification from SAA

6.7 Applicants must not rely on any verbal indication or informal communication as confirmation of approval.

6.8 SAA will notify the CER of all decisions within seven (7) calendar days of making the final decision.

Review

6.9 An applicant may request a review of a decision within twenty-one (21) calendar days of receiving written notification of the outcome.

6.10 A request for review must be submitted in writing and must clearly state the grounds for review and include any additional evidence the applicant wishes to provide.

6.11 SAA will only consider review requests where the applicant demonstrates either:

6.11.1 A material error in the original assessment; or

6.11.2 New evidence that was not reasonably available at the time of the original application.

6.12 The review process does not guarantee a change in outcome.

6.13 SAA will notify the applicant of the result of the review in writing, including reasons for the decision.

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6.14 The original decision remains in effect until the review outcome is communicated in writing.

6.15 Review decisions are final and cannot be appealed further within SAA.

7. Terms and Conditions

7.1 For the avoidance of doubt, an applicant must agree to the following Terms and Conditions at the time of lodging an application for special consideration, and any additional Terms and Conditions that SAA notifies the applicant of as part of the application process.

7.2 By submitting an application, the applicant acknowledges and agrees to the following:

7.2.1 Application Fee - The application fee for special consideration is non-refundable, regardless of the outcome of the application.

7.2.2 No Guarantee of Outcome - Submission of an application does not guarantee approval or any particular outcome. Approval is at the sole discretion of SAA based on the evidence provided and compliance with these Rules. Where an SAA decision is intended to support a claim to a third party (such as the Clean Energy Regulator), SAA makes no guarantee that the third party will accept or approve the claim, and they may reject it for any reason, including reasons unrelated to SAA's decision.

7.2.3 Evidence and Accuracy - All information and evidence submitted must be accurate, authentic, and relate to the specific circumstances of the request. SAA may, at its discretion, determine what evidence is required to assess the request. Providing false or misleading information may result in disciplinary action, including suspension or revocation of accreditation. Where misleading or false information is identified, SAA will report this to the Clean Energy Regulator (CER), who may take any action available to them under their regulatory powers.

7.2.4 Time Limit and Closure - If satisfactory evidence to support the request is not provided within six (6) months from the date of the application, the request will be closed. If the applicant wishes to continue after closure, a new application and fee will be required.

7.2.5 Privacy and Data Use - By submitting an application, the applicant consents to SAA using the information and evidence provided for the purpose of assessing the application and fulfilling regulatory obligations. Data will be handled in accordance with SAA's Privacy Policy (available on the Scheme Administration web page).

7.2.6 SAA reserves the right to impose additional Terms and Conditions provided these are notified to the applicant as part of the application process.

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8. Related policies and other documents

- Code of Conduct for Accredited Persons
- SAA Technical Requirements
- Privacy Policy
- Special Consideration Checklist
- Special Consideration information sheet
- Special Consideration webpage
- Special Consideration FAQs

9. Revisions and version history

Version no.	Description of changes	Pages affected	Approved by / Effective date	Implementation actions	Next Revision Due
1.0	Initial release for special consideration	All	CEO 18 Dec 2025	Communicate and post to website	Where required
1.1	Updates to support shift from short-term implementation to ongoing process (removal of date limit for installation and sign-off. Updates references and terminology. Hyperlinks updated for policies.	All	CEO	Communicate and post to website	When required

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