

Working as an app provider – expectations

Purpose

The purpose of this document is to set out the expectations of you as an app provider selected by the Clean Energy Regulator (CER) under the Solar Panel Validation (SPV) Initiative. This document aligns with requirements under your Installer App Provider Deed (Deed) with the CER¹. Your app generates signed data packages, which can be used by Registered Persons and Registered Agents when creating small-scale technology certificates (STCs). The app user also receives a Written Statement (as outlined in the Deed) to confirm that the solar panel serial numbers have been verified against a verification service provider's database. Apps also generate a customer record (as outlined in the Deed) and provided to the customer, for a customer's successfully verified solar panels.

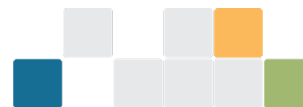
Your participation in SPV, compliance with the Deed and these expectations is critical to protect the integrity of the Small-scale Renewable Energy Scheme (SRES) and the Australian solar industry. In doing so, it provides industry and consumers with an easy way to check and confirm that solar panels are backed by manufacturer warranties, meet Australian standards for quality and performance, and are eligible for STCs.

Make your app compliant and available

All app providers generate signed data packages for use by installers and Agents during the creation of STCs. To achieve this, as an app provider you must:

1. Ensure your app complies with the requirements and obligations of the Deed and the SPV Message Interface Standard (MIS), all relevant legislation including under the [Renewable Energy \(Electricity\) Act 2000](#) (REE Act) and, relevant regulatory requirements, standards and guidelines.
 - a. Your app must offer all mandatory requirements and ensure compliance through conducting regular conformance testing to confirm that its use does not compromise the integrity of the SPV.
2. Have a process or procedure in place to:
 - a. Regularly check and monitor your app's performance to ensure compliance with the SPV MIS and the Deed.
 - b. Monitor use of your app to identify and address improper use and/or non-compliance with the terms and conditions for the use of your app.
3. Report any non-compliance to the CER.

¹ In this document, capitalised words have the meanings given to those words in the Deed.



4. Be fair and reasonable with access to your app by:
 - a. Not limiting the use of your app's SPV function with requirements for memberships, subscriptions, licences or by any other manner.
 - b. Offering the app on a range of platforms and ensuring accessibly to all users including through assistive technology if this is required by a user.
5. Cooperate with any CER requests to undertake audits of your app to ensure compliance with the Deed and SPV MIS and integrity of data.
6. Seek written approval from the CER for the inclusion of an app optional function where that function has a connection with the requirements of the SPV MIS, customer records and/or other SPV functions outlined in the Deed.

Best practice professional standards

App providers are also expected to apply best practice standards to protect themselves and their customers including by:

1. Treating everyone with respect and courtesy, this includes verification service providers, installers/app users, customers, and the CER. This means:
 - a. Raising and seeking to resolve issues respectfully with the CER and others.
 - b. Ensuring your own obligations in the Deed underpin negotiations with others.
2. Co-operating with the CER and others, complying with direction and making changes requested by the CER.
3. Engaging with the CER about potential or confirmed changes to SPV that impact your app, including advising CER of any implications to your business or app.
4. Providing any documentation or information requested by the CER for:
 - a. Confirming organisational details such as directors and personnel.
 - b. Undertaking due diligence checks.
 - c. Establishing your capacity to provide an app.
5. Having systems/processes in place to detect anomalies, manipulation, or erroneous data.
6. Ensuring users of your app acknowledge via the app terms and conditions that information entered into the app is true and correct. This includes the ability and actioning immediately, the reporting to CER of any suspicious activity that may indicate non-compliance with requirements under the Deed or that would compromise the integrity of app data captured or the SPV.

Have good business practices

App providers are expected to have good business practices to ensure success in delivering on obligations under the Deed by:

7. Identifying businesses to engage with and reviewing their different strengths and weaknesses, to determine alignment with your organisation's goals.
8. Engaging and negotiating with other businesses in good faith and discussing in more detail, any disagreement over matters, to better understand each other's point of view.



9. Having a legal agreement in place with the business that you engage with. This agreement should enable you to comply with your requirements under the Deed and contain clear and accurate details about what both parties have agreed and exactly what you expect from each other.
10. Having a compliance framework in place as required under the Deed which includes:
 - a. Regular checks to ensure the integrity of your app, including your own regular conformance testing and reviews of your processes.
 - b. Organisational due diligence as reflected in the Deed. If needed the CER's due diligence checklist can also be referred to.
 - c. Having policies and procedures in place to manage how information is collected, used and disclosed. This includes recording the written consent of the person or business that owns and/or is providing the information and for what purpose the information is to be collected, used and disclosed.
 - d. The management and protection of intellectual property, privacy and confidential information, including monitoring arrangements to identify unauthorised access, use and disclosure.
11. Having systems in place to notify the CER if you suspect that an Approved Entity, verification service provider or User is in breach of the REE Act or other legislation, including if you suspect that solar panels do not meet Australian Standards or other requirements for listing on the CEC Approved Modules list.

Expectations and Deed references

Expectations	Relevant clauses in the Deed
Make your App compliant and available <ul style="list-style-type: none"> Expectations 1 – 5 	3.2.1(a) and (d), 3.2.1(f), 3.3.1(b) to (h), 3.3.2, 3.4.1(c), 3.3.10, 3.3.11, 3.4.1(d) and (e), 3.5.1(a), 8.1.1(b)
Make your App compliant and available <ul style="list-style-type: none"> Expectation 6 (App optional function) 	3.2.1(e), 3.3.3, 3.3.4, 3.3.5, 3.3.6, 3.3.7, 3.3.8
Best practice professional standards <ul style="list-style-type: none"> Expectations 7 – 12 	3.2.1(h) to (k), 3.3.1(c), 3.6, 3.7.1(a) and (b), 3.8.1, 6.2.1, 7.1.1 to 7.1.4
Have good business practices <ul style="list-style-type: none"> Expectations 13 – 15, 17 	3.2.1(b) and (g), 3.3.7, 3.3.8(a) to (f), 3.4.1(b), 3.6.1, 8.1.1(a)
Have good business practices <ul style="list-style-type: none"> Expectation 16 (compliance framework) 	3.4.1(a) and (b)