Australian Government
Clean Energy Regulator

Online Services user guide

Renewable Electricity Guarantee of Origin

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C E R Guarantee of Origin

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Introduction

This guide explains how to complete key processes in Online Services for participants in the Renewable Electricity Guarantee of Origin (REGO). It includes stepped instructions and screenshots to help you submit applications and manage your certificates.

Before you begin

Familiarise yourself with Guarantee of Origin user access and permissions guide[1].

You may need to switch accounts to make sure you're acting on behalf of your registered organisation.

Make sure you're:

- enrolled in GO[2]
- logged in to Online Services[3]
- using the correct account
- aware of the system validation messages to help you resolve error messages that you may encounter when submitting applications.

Register a facility

Follow these steps to apply to register your facility by submitting a facility registration application in Online Services.

You'll use this process to add and register the facility you want to use to create REGO certificates.

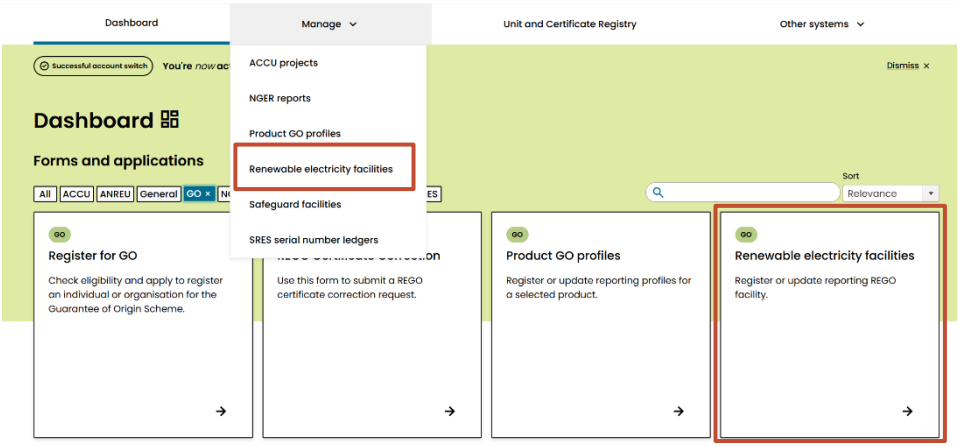
You must have the correct permission from your organisation administrator to apply. Check with them if you're unsure.

Once you've submitted the application, you will need to pay an invoice before we assess the application. We'll then check to make sure you've provided the information we need and that your facility is eligible.

Step 1: Add a new facility

1. From the dashboard or the Manage tab, select **Renewable electricity facilities**.

[1] https://cer.gov.au/document_page/guarantee-origin-user-access-and-permissions-guide
[2] https://cer.gov.au/schemes/guarantee-origin-scheme/renewable-electricity-guarantee-origin/how-to-participate-rego#enrol-as-a-registered-person-show
[3] https://onlineservices.cer.gov.au/



2. Click **Add a new facility.**

Step 2: Add your facility details

1. Read the **Before you start** information to make sure you have what you need to apply.
2. Click **Next.**
3. Enter the name of your facility.

> **Facilities registered in the LRET**
>
> If your facility is currently accredited as a power station under the Large-scale Renewable Energy Target (LRET), use the same facility name that's recorded in the REC Registry.

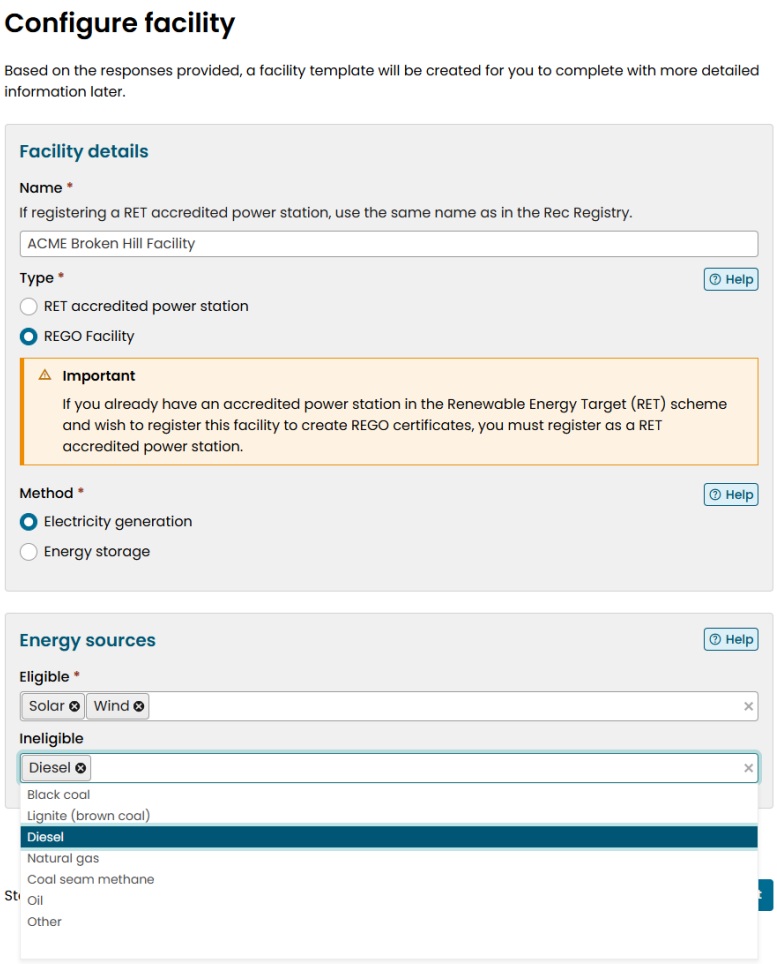
4. Choose the **Type**: RET accredited power station (currently registered in the LRET) or REGO facility (new facility).
5. If you selected REGO facility in Step 4, select your **Method** (i.e. facility type[4]).

If you selected **RET accredited power station in** Step 4 or **Electricity generation** in Step 5:

a. select all eligible energy sources your facility generates from

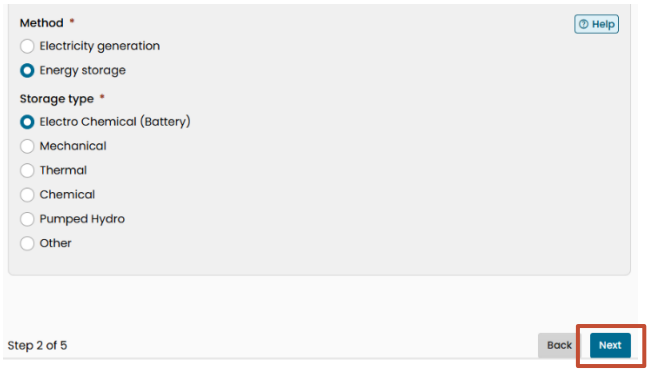
b. select all ineligible energy sources your facility generates from (do not include backup generators that are used exclusively for the operation and maintenance of the facility).

[4] https://cer.gov.au/schemes/guarantee-origin-scheme/renewable-electricity-guarantee-origin/how-to-participate-rego/register-and-manage-your-facility#facility-types



If you selected **Energy storage** in Step 5:

a. select the storage technology your facility uses to store and dispatch electricity.

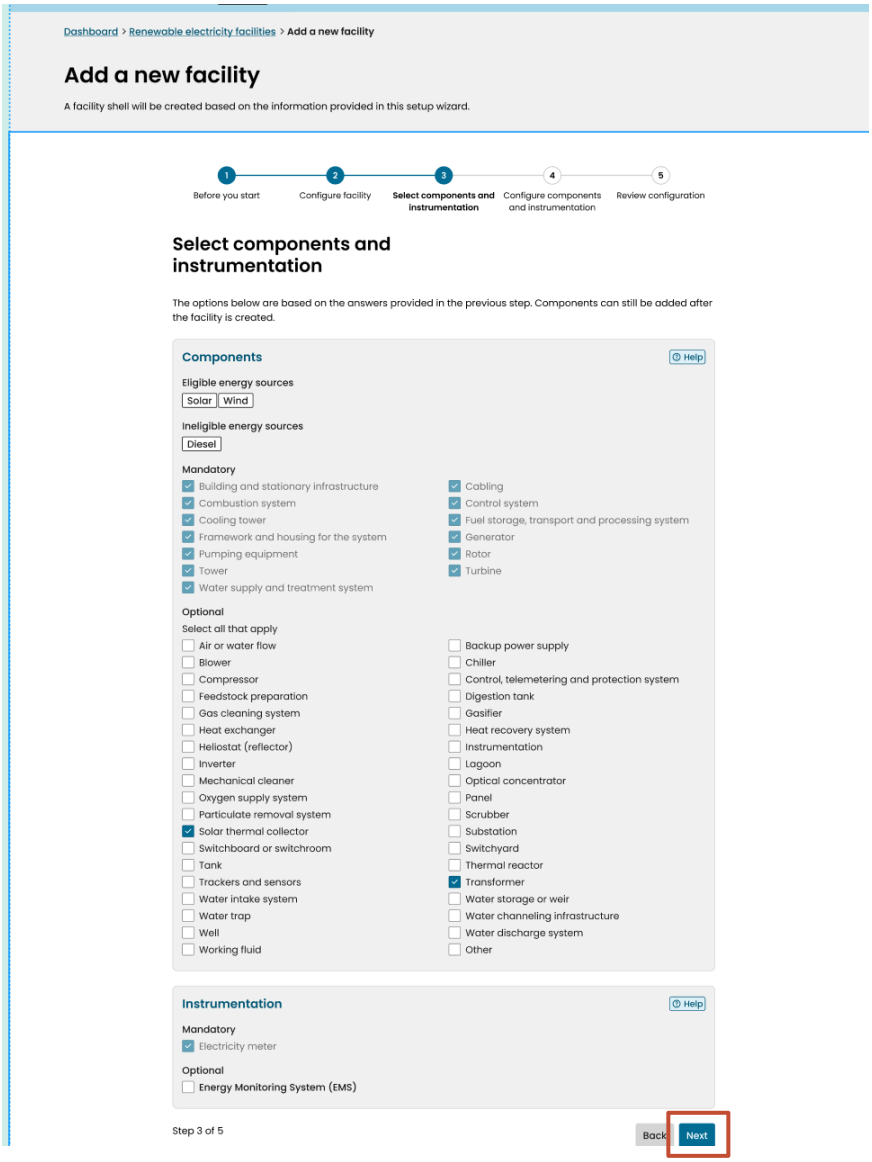


6. Click **Next.**

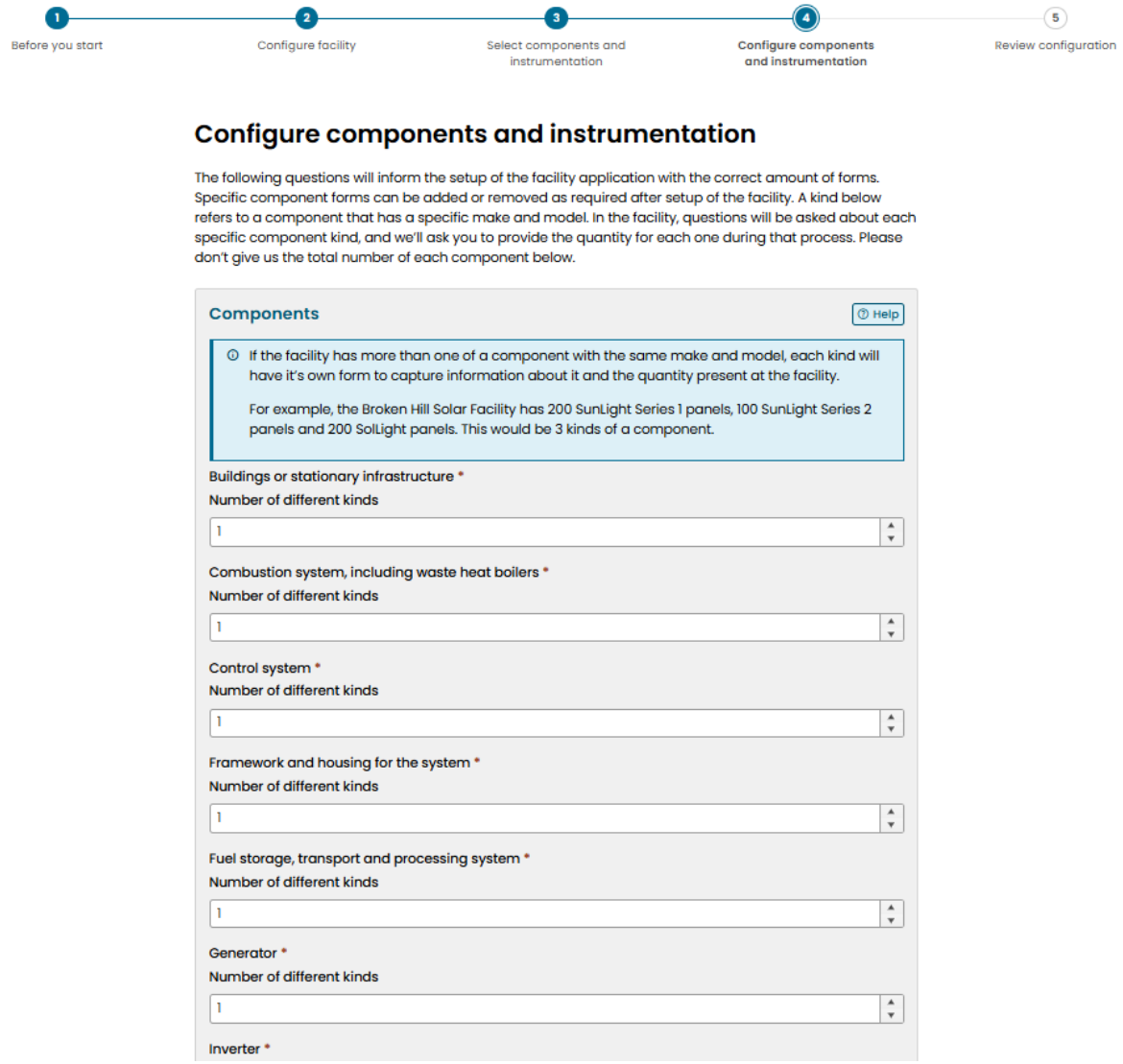
Step 3: Add components and instrumentation

> **RET accredited power stations**
>
> You don't need to complete your component and instrumentation details if you're registering a RET accredited power station. Skip to Step 4: Review your facility details.

1. Select all components and instrumentation used to generate and measure electricity at the facility
    a. if you make a mistake, you can add or remove components to your application later.
2. Click **Next.**



3. Enter the number of different kinds of components for each one selected.
4. If your facility has 2 or more kinds of the same component, add a reference name to distinguish between them.
5. Click **Next.**



Step 4: Review your facility details

1. Review your facility details carefully (your facility type and method can't be changed after it's created).
2. If everything is correct, click **Add facility.**

This creates a 'facility shell' that you will use to start a facility registration application.

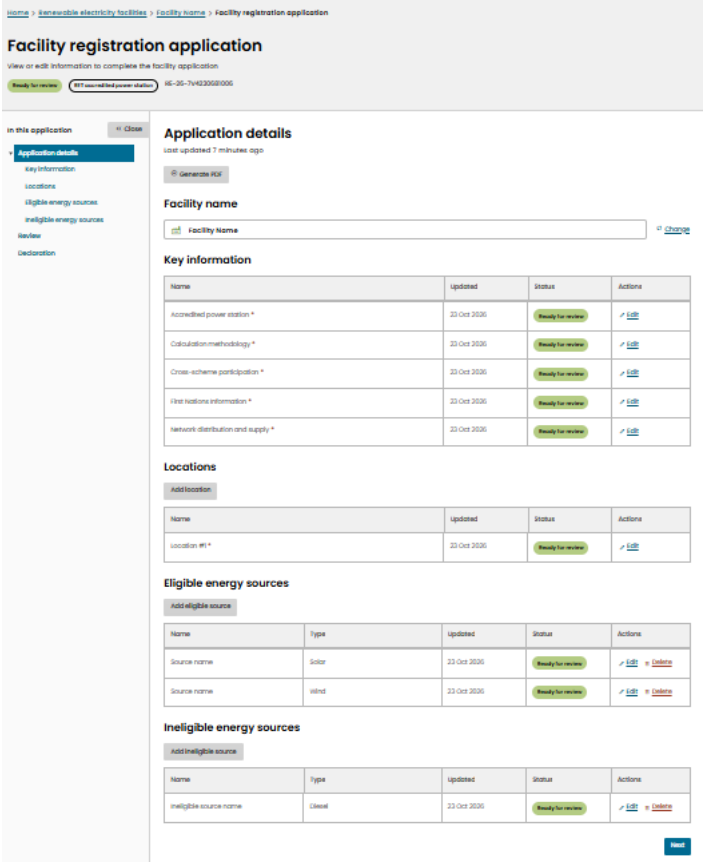


Step 5: Start a facility registration application

1. Click **Start application** from the facility shell page (or navigate to the facility record now on the **Renewable electricity facilities** page).
2. Fill in the **Incomplete** sections by clicking the **Edit** button next to them.

> **Fill it out in order**
>
> Make sure you fill in the sections from the top down as certain sections refer to information in earlier ones.

3. Add new sections if needed (e.g. add ineligible sources if you forgot to include them earlier).
4. If everything is complete, click **Review and submit.**



Optional details for accredited power stations

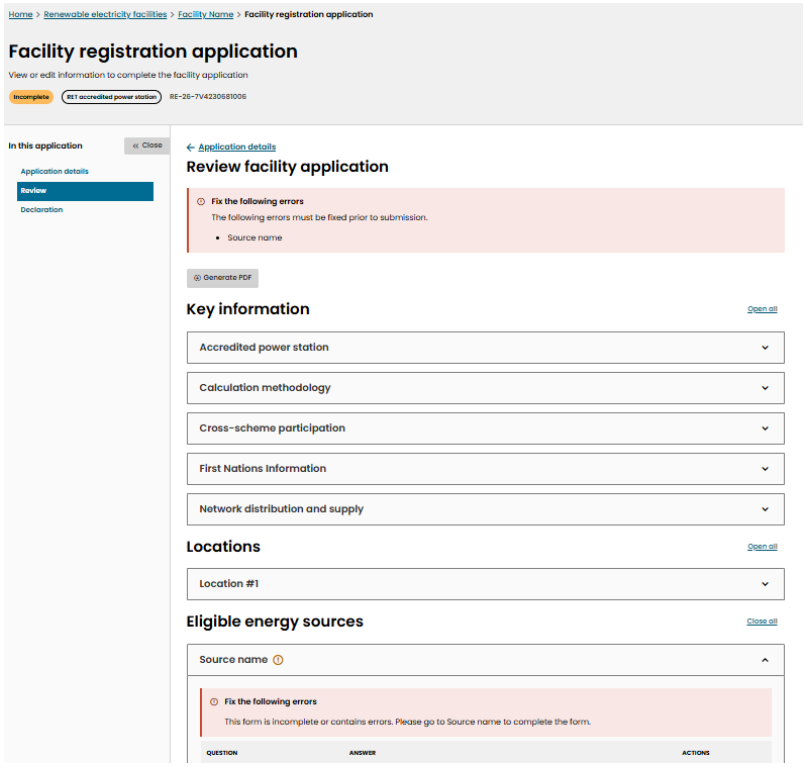
Some sections are optional for accredited power stations as this information may already exist in the REC Registry.

You can choose not to provide this information, but we may:

- send a request for more information
- need you to update the information after registration if we can't confirm these details in the REC Registry.

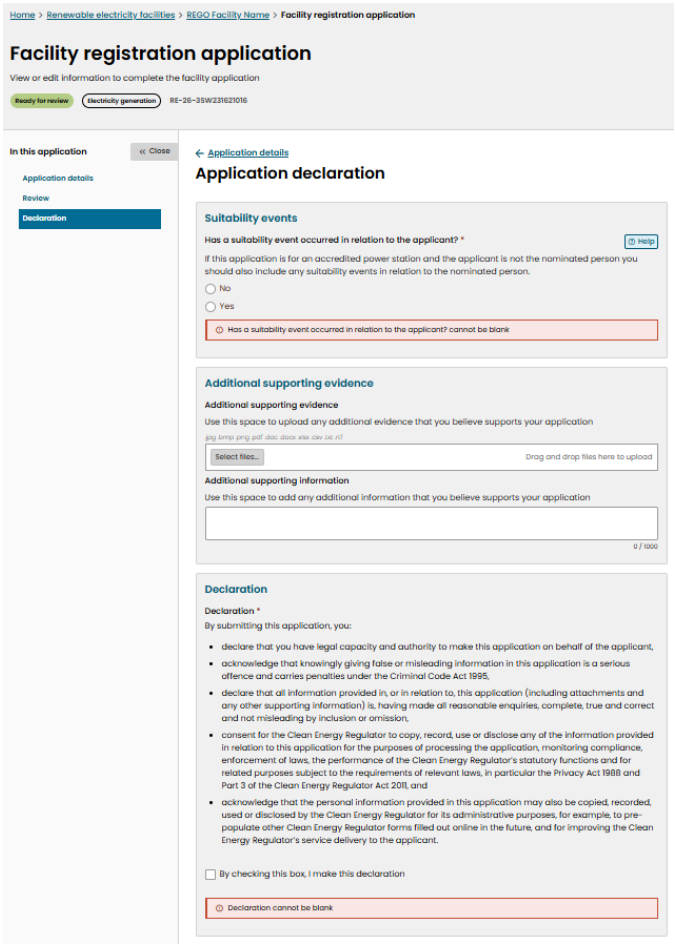
Step 6: Review and submit your application

1. Review the information you provided.
2. Fix any errors that are flagged.
3. If everything is correct and there are no errors, click **Next.**



4. Provide details of any suitability events relating to yourself and, if the facility is also a RET power station, the nominated person if this is not you. For more details on suitability events, see section 24 of the *Future Made in Australia (Guarantee of Origin) Act 2024*[5].
5. Read the declaration and select the acknowledgement checkbox.
6. Select **Submit.**

[5] https://www.legislation.gov.au/C2024A00121



Step 7: Pay your invoice

Once you submit your application, we'll send you an invoice. You have to pay the invoice before we can begin assessing your application.

Submission confirmation

After you select **Submit**, you'll be shown a message indicating whether your application was submitted successfully.

If you don't have the required permission to submit the application, you'll be shown a warning message and can't submit the application unless your organisation administrator gives you correct permission.

If the application didn't submit, select **Continue application** and try submitting again.

If that doesn't work, check the system validation messages section of this guide or contact us for help at 1300 553 542 or REGO-Assessments@cer.gov.au.

Application outcome

Once we've assessed your application, it will either be approved or refused.

If your facility meets the requirements, we'll approve it and let you know by email. The facility details will be added to your Online Services account and published on the GO Register.

If your application is refused, we'll let you know by email.

Edit a facility record

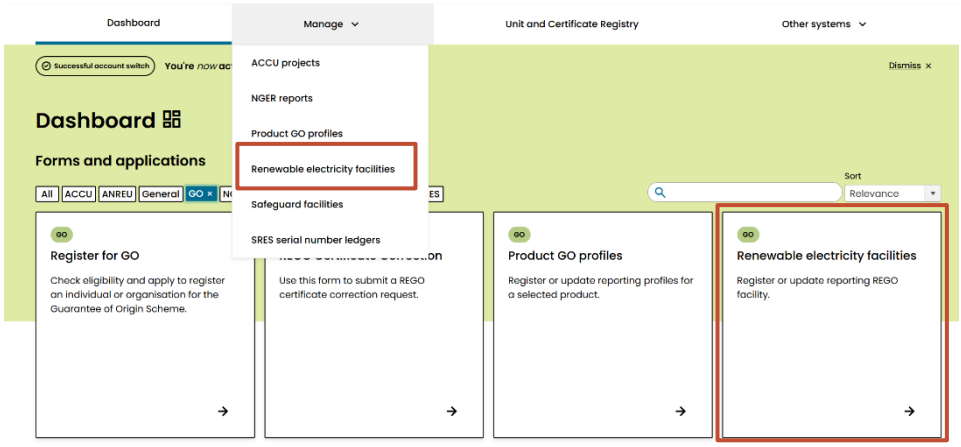
Follow these steps to apply to vary your facility record by submitting a variation application in Online Services.

You'll use this process if there are changes to your facility that we need to be made aware of.

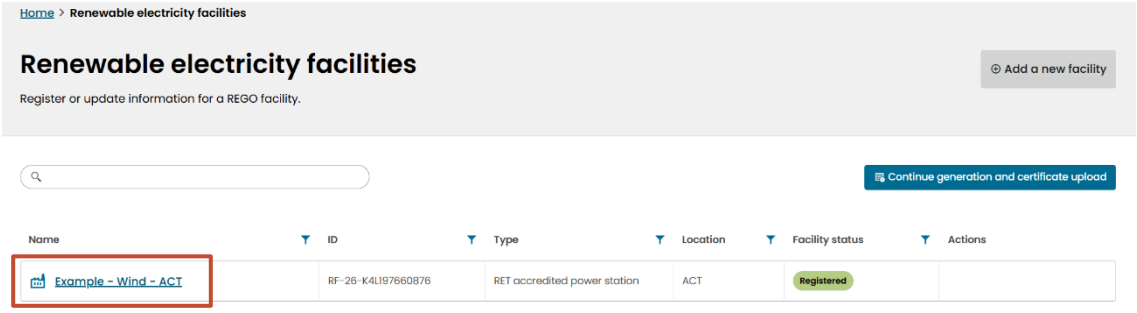
Once you've submitted the application, we will check to make sure you've provided the information we need and make sure your facility is still eligible.

Step 1: Start a variation application

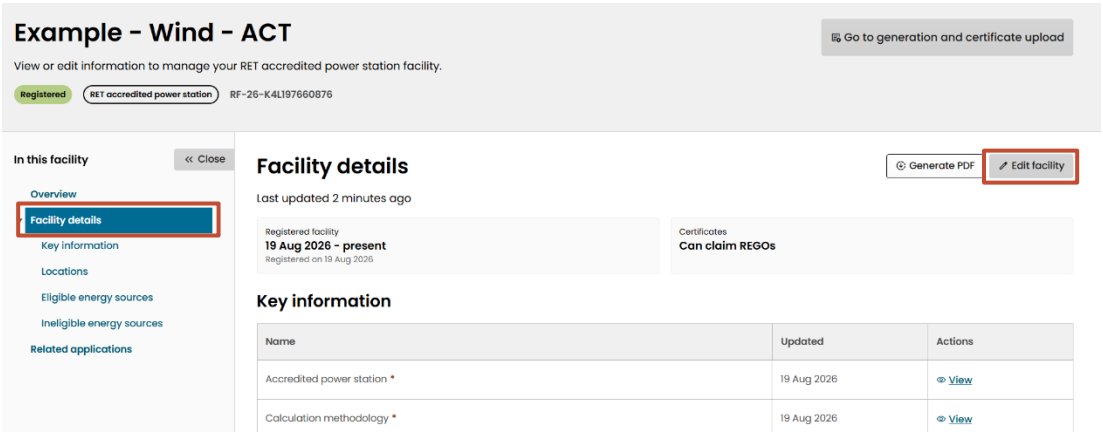
1. From the dashboard or the Manage tab, select **Renewable electricity facilities**.



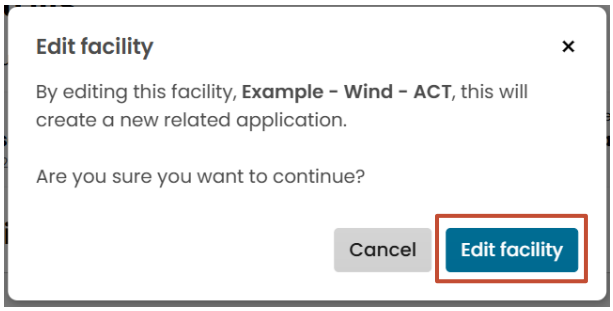
2. Select the facility you want to edit.



3. Select **Facility details** from the list on the left of the screen.
4. Select **Edit facility**.



5. In the confirmation pop-up, select **Edit facility** to create a new application.

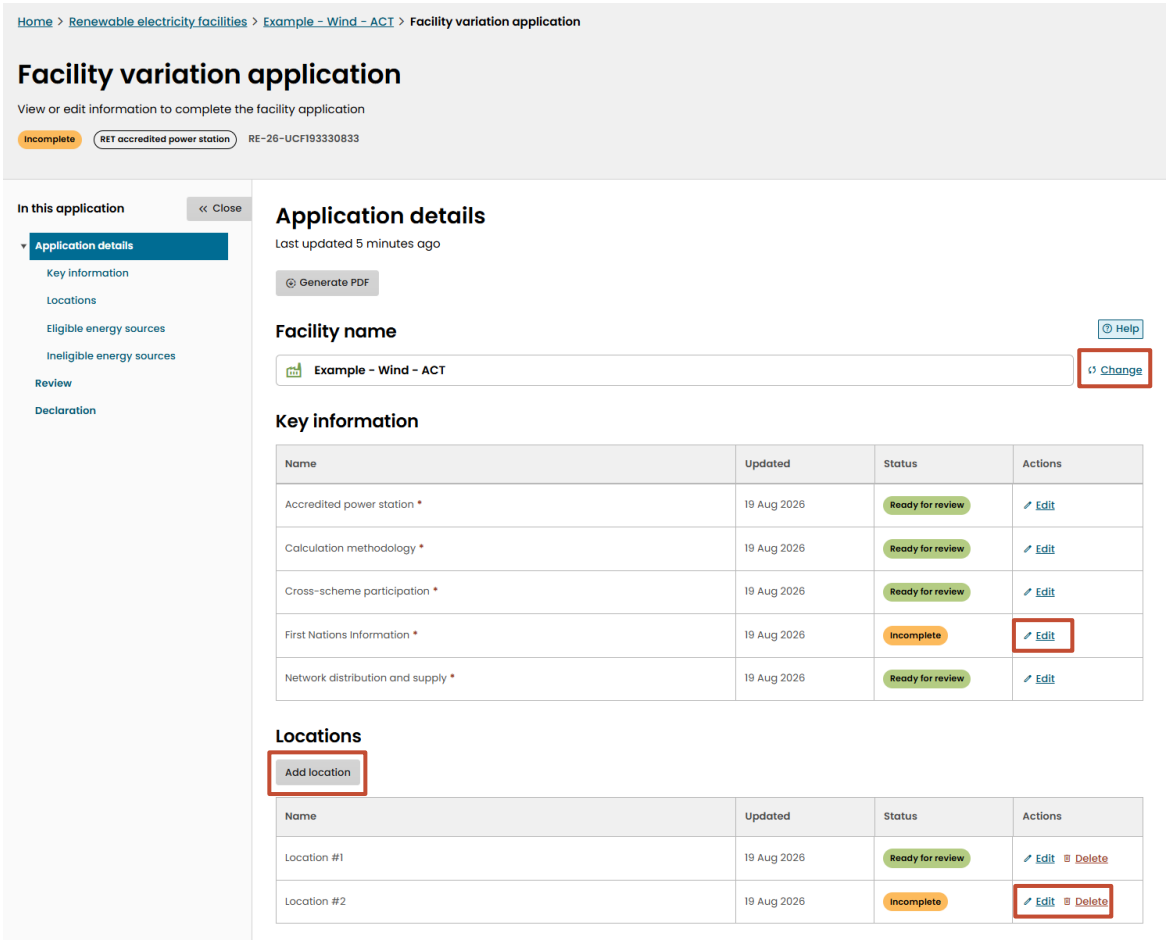


Step 2: Update the facility details

Update the sections you need to change:

- Select **Edit** to update an existing section.
- Select **Delete** to remove a section (some parts require at least one section to be included, such as locations).
- Select **Add** to include a new section.
- Select **Change** to update the facility name. If you receive an error message, refer to the trouble shooting section to help resolve the issue.

Each section has a status to let you know whether you need to provide more information or update it.



You can save and exit at any time. The application will show on the facility overview page as incomplete until you submit it or delete it.

When you've finished making changes, select **Next** at the bottom of the page.

> Remember to upload all relevant documents to this application before you submit, which may include, but is not limited to:
>
> - photos of any new components or meters
> - electrical single line diagrams
> - certificates of electrical safety
> - any new required approvals.

Step 3: Review your application

1. Review the information you've entered.
2. If everything is correct, select **Next**.

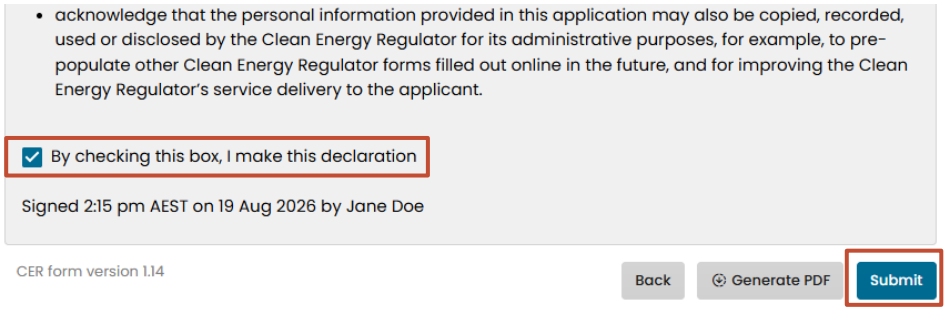
Step 4: Complete the declaration and submit

1. Enter the variation **start date** and **reason** for the variation.

We'll check the proposed start date against the documents you provide. We'll contact you to determine a different start date if we find any inconsistencies.

The effective start date is the first date that certificates can be claimed against the updated version of the facility.

2. Provide details of any **suitability events** relating to yourself and, if the facility is also a RET power station, the nominated person. For more details on suitability events, see section 24 of the Future Made in Australia (Guarantee of Origin) Act 2024[6].
3. Upload any **supporting evidence** not already included in the application (e.g. correspondence with other regulators or documents that support your start date).
4. Read the declaration and select the acknowledgement checkbox.
5. Select **Submit.**



Once you submit a variation application you can't withdraw it. If you have accidentally submitted a variation application, contact us at 1300 553 542 or REGO-Assessments@cer.gov.au to cancel it.

There is no application fee for variations. This is incorporated in the facility's annual fee.

Submission confirmation

After you select **Submit**, you'll be shown a message indicating whether your application was submitted successfully.

If the application submitted successfully, no further action is needed.

If the application did not submit, select **Continue application** and try submitting again.

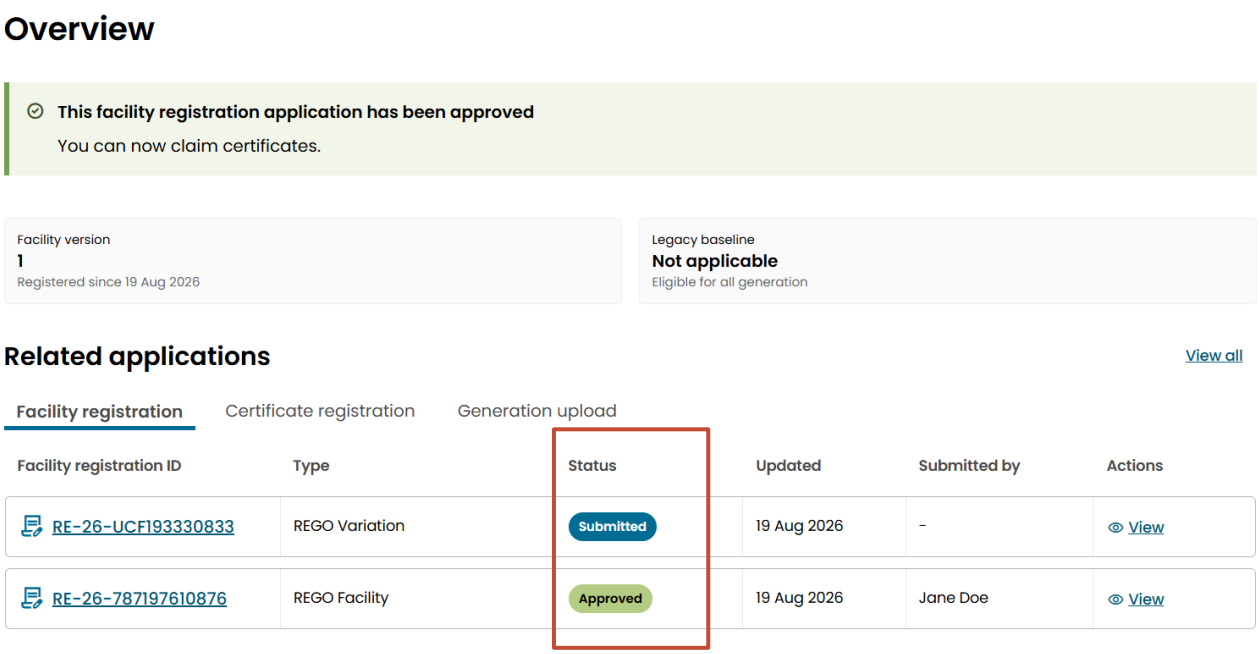
[6] https://www.legislation.gov.au/C2024A00121

If that doesn't work, check the system validation messages section of this guide or contact us for help at 1300 553 542 or REGO-Assessments@cer.gov.au.

Track your application

1. Go to the **Facility overview** page.
2. Check the application **Status**.

The status tells you where your application is in the assessment process.



Application outcome

Once we've assessed your application, it will either be approved or refused.

If your application meets the requirements, we'll approve it and let you know by email.

We may refuse your application if:

- you don't respond to a request for more information by the due date
- we determine the variation is incorrect or inappropriate, and decide not to vary the facility.

If your application is refused, we'll let you know by email.

> If a change to your facility results in the facility no longer being eligible to create REGO certificates, we'll contact you about next steps. This may include a notice of intent to suspend or cancel the facility's registration.

Create REGO certificates

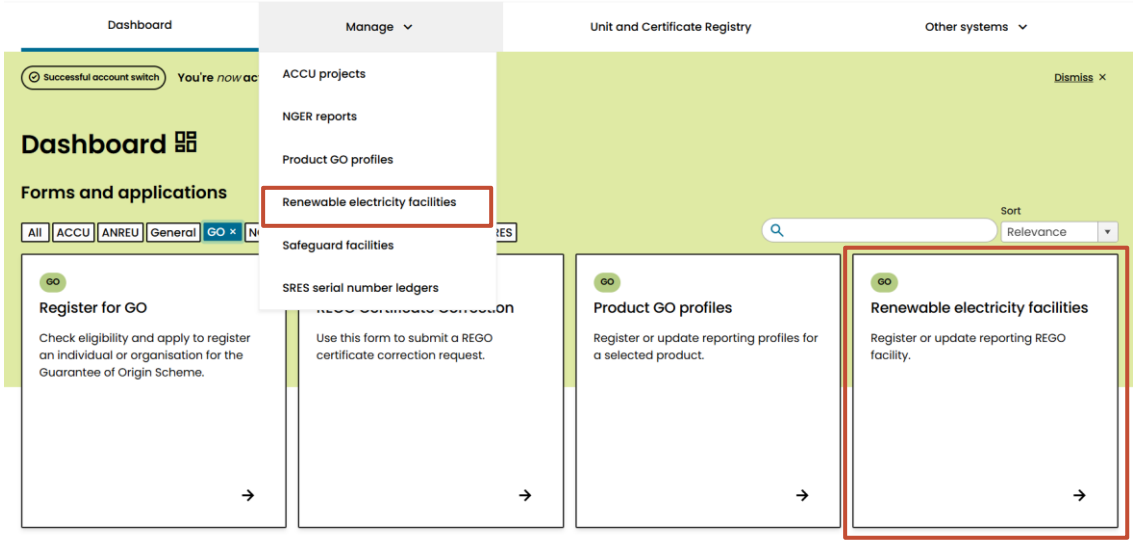
Follow these steps to create REGO certificates in Online Services.

You'll use this process you're a registered person who wants to create certificates for the electricity your facility has generated or stored.

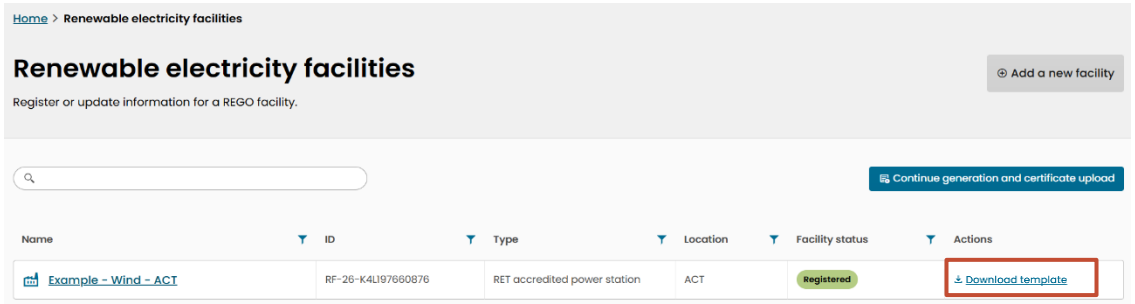
Once you've submitted the application, you will need to pay an invoice before we assess your claim.

Step 1: Download the certificate data template

1. From the dashboard or the **Manage** tab, select **Renewable electricity facilities**.

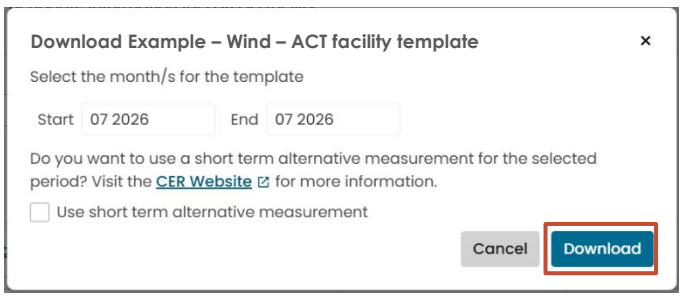


2. Download the facility's certificate data template.



3. Select the claim period, then select **Download** in the confirmation window.

   This will trigger an Excel template to download for the selected claim period.



- Download a separate template for each facility you're claiming for
- Each template can include claims for multiple months within the claim period (unless your facility has nominated to create yearly certificates)

Step 2: Complete the certificate data template

1. Open the downloaded Excel template and enter the required information in each tab as outlined below.
2. Follow the template information for either:
    a. RET accredited power stations and electricity generation systems
    b. Energy storage systems
3. Save the completed template as a .xls or .xlsx file.
4. Repeat this process for each facility you're claiming for.

If you save your template as something other than a .xls or .xlsx file, your upload may not work.

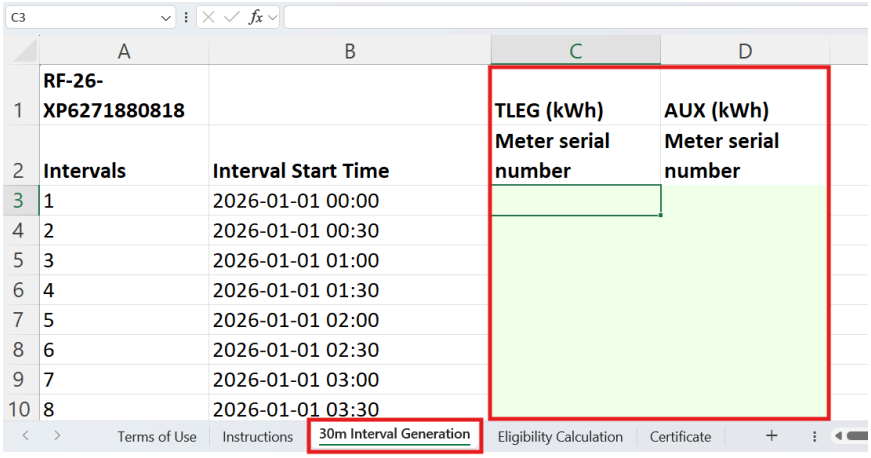
Interval generation tab

You will need to copy and paste your meter data into the appropriate columns.

Each interval length is provided on a separate tab. Select the tab that matches the interval length of your measurement data and paste the data into the corresponding columns.

The column headings identify the REGO calculation methodology term and the measurement identifier provided in your REGO facility registration application. Use these headings to ensure data is entered into the correct column for each measurement point.

Data must be aligned with the correct interval start time shown in the template.

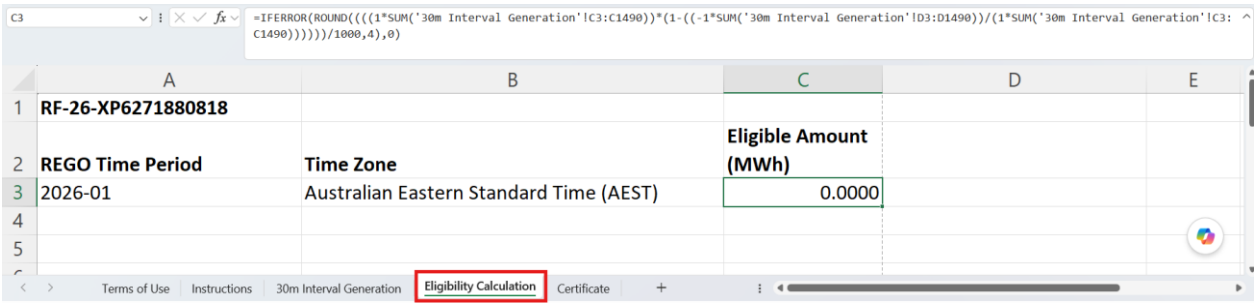


RET accredited power stations and electricity generation systems

Eligibility calculation tab

Based on the data entered in the **Interval Generation** tab, the eligible amount will be automatically calculated in the **Eligibility Calculation** tab using the calculation methodology registered for the facility.

Go to the Certificate tab to allocate your eligible amount to certificates.



Complex methodology and short-term alternative measurement for generation systems

If your facility was approved to use a complex template at registration, a complex template will be generated automatically.

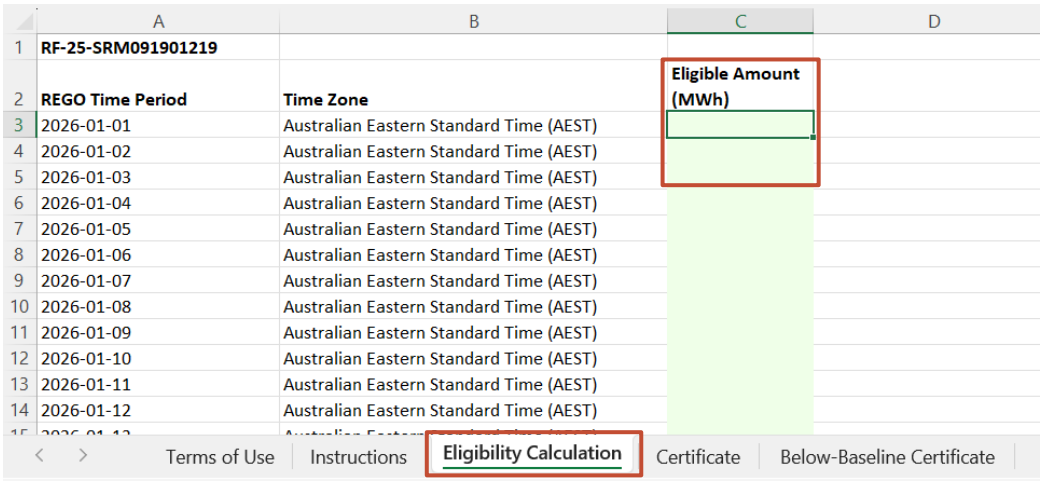
If you need to use an alternative measurement method for the claim period, select Short Term Alternative Measurement to generate a complex facility template for that claim.

When using a complex facility template, you'll need to perform the eligible amount calculation yourself and upload the calculation as eligible amount evidence.

Calculate your **eligible amount in MWh** by using your generation meter data and your facility's calculation methodology.

The raw meter data and calculations will also need to be uploaded to Online Services.

Paste your calculated **eligible amount** for each interval in column C of the template.



Certificate tab

Certificates can be allocated, created and registered here. If your facility has a baseline, use this tab to allocate above-baseline certificates and use the **below-baseline certificate tab** to allocate below-baseline certificates.

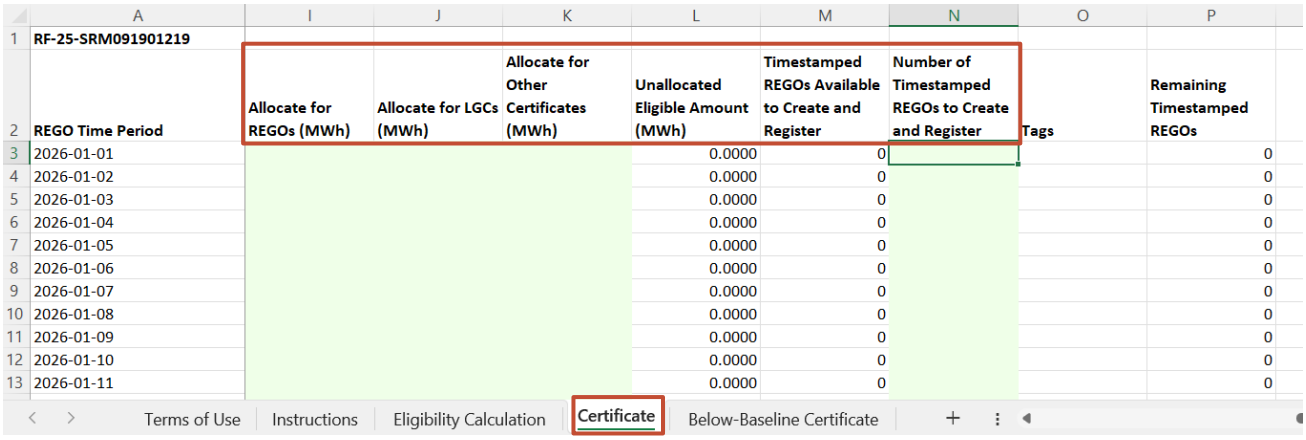
In this tab, you must fill in all **green cells** to allocate how many REGOs to create from the eligible amount.

In columns I, J and K, you can allocate the **above-baseline eligible amount** (column D) between REGO and other schemes. Allocating certificates to other schemes does not constitute an application for those certificates. This claim is only for REGO certificates.

An eligible amount that has not been allocated to any scheme will appear in **unallocated eligible amount** (column L).

The amount you can apply to create and register will appear in **timestamped REGOs available to create and register** (column M). This number will be rounded down to the nearest whole MWh amount.

Enter the **number of timestamped REGOs to create and register** (column N). You don't need to create and register all available REGO certificates in this claim.

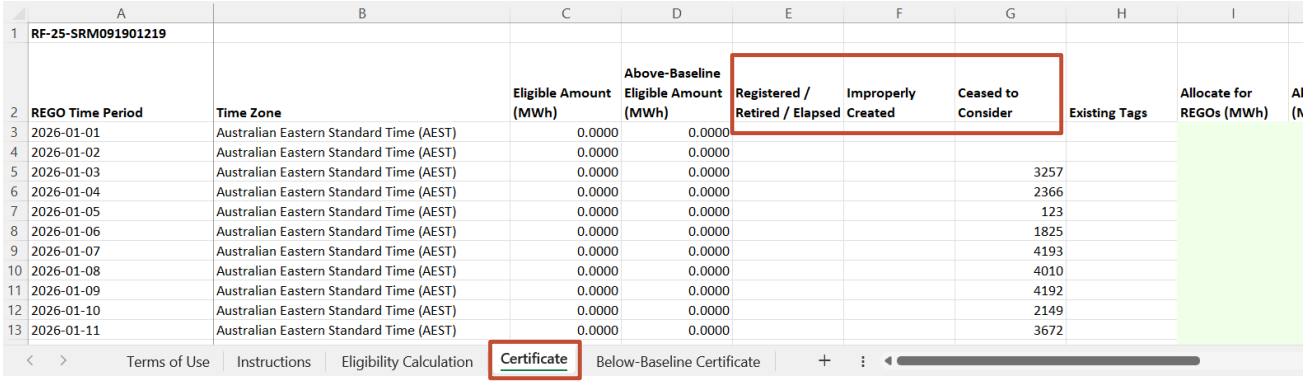


	A	I	J	K	L	M	N	O	P
1	RF-25-SRM091901219								
2	REGO Time Period	Allocate for REGOs (MWh)	Allocate for LGCs (MWh)	Allocate for Other Certificates (MWh)	Unallocated Eligible Amount (MWh)	Timestamped REGOs Available to Create and Register	Number of Timestamped REGOs to Create and Register	Tags	Remaining Timestamped REGOs
3	2026-01-01				0.0000	0			0
4	2026-01-02				0.0000	0			0
5	2026-01-03				0.0000	0			0
6	2026-01-04				0.0000	0			0
7	2026-01-05				0.0000	0			0
8	2026-01-06				0.0000	0			0
9	2026-01-07				0.0000	0			0
10	2026-01-08				0.0000	0			0
11	2026-01-09				0.0000	0			0
12	2026-01-10				0.0000	0			0
13	2026-01-11				0.0000	0			0

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> You can only create REGOs if you have not used the same generation to create certificates in other relevant schemes. This means that the total number of REGOs, large-scale generation certificates (LGCs) and other certificates you create can't exceed the eligible amount.

Previously created REGO certificates for the same time period are removed from this amount; this information appears in columns E, F and G.



	A	B	C	D	E	F	G	H	I
1	RF-25-SRM091901219								
2	REGO Time Period	Time Zone	Eligible Amount (MWh)	Above-Baseline Eligible Amount (MWh)	Registered / Retired / Elapsed	Improperly Created	Ceased to Consider	Existing Tags	Allocate for REGOs (MWh)
3	2026-01-01	Australian Eastern Standard Time (AEST)	0.0000	0.0000					
4	2026-01-02	Australian Eastern Standard Time (AEST)	0.0000	0.0000					
5	2026-01-03	Australian Eastern Standard Time (AEST)	0.0000	0.0000			3257		
6	2026-01-04	Australian Eastern Standard Time (AEST)	0.0000	0.0000			2366		
7	2026-01-05	Australian Eastern Standard Time (AEST)	0.0000	0.0000			123		
8	2026-01-06	Australian Eastern Standard Time (AEST)	0.0000	0.0000			1825		
9	2026-01-07	Australian Eastern Standard Time (AEST)	0.0000	0.0000			4193		
10	2026-01-08	Australian Eastern Standard Time (AEST)	0.0000	0.0000			4010		
11	2026-01-09	Australian Eastern Standard Time (AEST)	0.0000	0.0000			4192		
12	2026-01-10	Australian Eastern Standard Time (AEST)	0.0000	0.0000			2149		
13	2026-01-11	Australian Eastern Standard Time (AEST)	0.0000	0.0000			3672		

Terms of Use | Instructions | Eligibility Calculation | Certificate | Below-Baseline Certificate

The **residual fraction** (column Q) will only appear for those facilities using hourly timestamping of REGO certificates. It is the remaining partial MWh amount left over from rounding. They can be summed and used to create and register REGO certificates in the **residuals tab**.

Below-baseline certificate tab

> This tab will not appear if your facility does not have a baseline.

This tab refers to generation that is below the baseline of the facility. It works the same as the **certificate tab**. They have been separated due to the restrictions set out by the GO Rules on how below-baseline REGO certificates can be used.

The **below-baseline eligible amount** (column D) will show 0 once the baseline is crossed, regardless of what the eligible amount is.

	A	B	C	D	E
1	**RF-25-SRM091901219**				
2	**REGO Time Period**	**Time Zone**	**Eligible Amount (MWh)**	**Below-Baseline Eligible Amount (MWh)**	**Below-Baseline Registered / Retired / Elapsed**
3	2026-01-01	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
4	2026-01-02	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
5	2026-01-03	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
6	2026-01-04	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
7	2026-01-05	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
8	2026-01-06	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
9	2026-01-07	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
10	2026-01-08	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
11	2026-01-09	Australian Eastern Standard Time (AEST)	0.0000	0.0000	
12	2026-01-10	Australian Eastern Standard Time (AEST)	0.0000	0.0000	

Terms of Use | Instructions | Eligibility Calculation | Certificate | Below-Baseline Certificate | +

Residuals tab

> This tab will only appear if you are applying to create and register REGO certificates on an hourly basis. Daily, monthly and yearly certificates don't qualify for residual amounts.

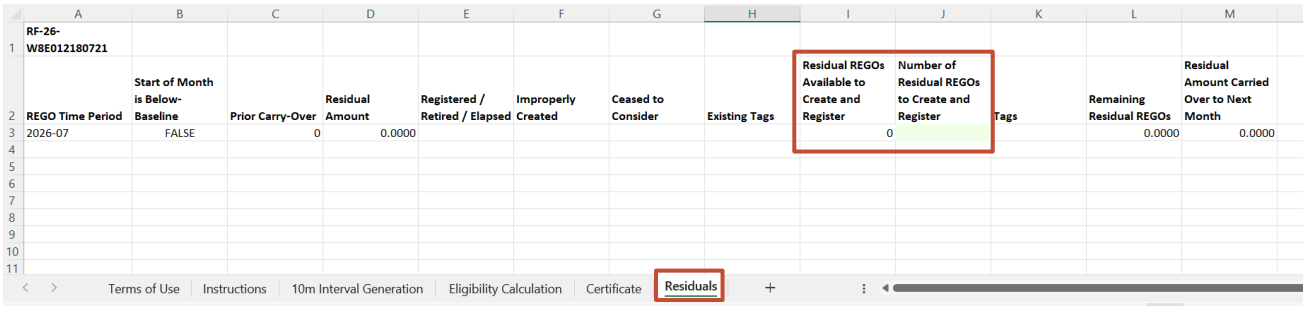
The **residuals tab** refers to generation that occurred after the facility crossed its baseline.

As a REGO certificate can only be created for a whole MWh of eligible generation, this leaves **residual fractions** unclaimed for each hour. For example, if a facility creates 4.7MWh in the hour between 2 pm and 3 pm on 1 May 2025, only 4 REGO certificates can be created with that timestamp, so the residual fraction for that hour is 0.7MWh.

These residual fractions are summed within a month to form a **residual amount**. Residual certificates are timestamped with the month and year in which the generation occurred.

The **residual REGOs available to create and register** (column I) will autofill with the maximum number that can be created and registered. This is based on information in the **certificate tab** and on the previously registered residual amounts for the same time period.

Enter the **number of residual REGOs to create and register** (column J). You don't need to create and register all available residual REGO certificates in this claim.



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	RF-26-W8E012180721												
2	REGO Time Period	Start of Month is Below-Baseline	Prior Carry-Over	Residual Amount	Registered / Retired / Elapsed	Improperly Created	Ceased to Consider	Existing Tags	Residual REGOs Available to Create and Register	Number of Residual REGOs to Create and Register	Tags	Remaining Residual REGOs	Residual Amount Carried Over to Next Month
3	2026-07	FALSE	0	0.0000					0			0.0000	0.0000
4													
5													
6													
7													
8													
9													
10													
11													

Terms of Use | Instructions | 10m Interval Generation | Eligibility Calculation | Certificate | Residuals

Below-baseline residuals tab

> This tab will not appear if your facility does not have a baseline.
>
> This tab will only appear if you are applying to create and register REGO certificates on an hourly basis. Daily, monthly and yearly certificates don't qualify for residual amounts.

The **below-baseline residuals tab** refers to generation that occurred before the facility crossed its baseline. It works the same way as the residuals tab but specifically for below-baseline generation.

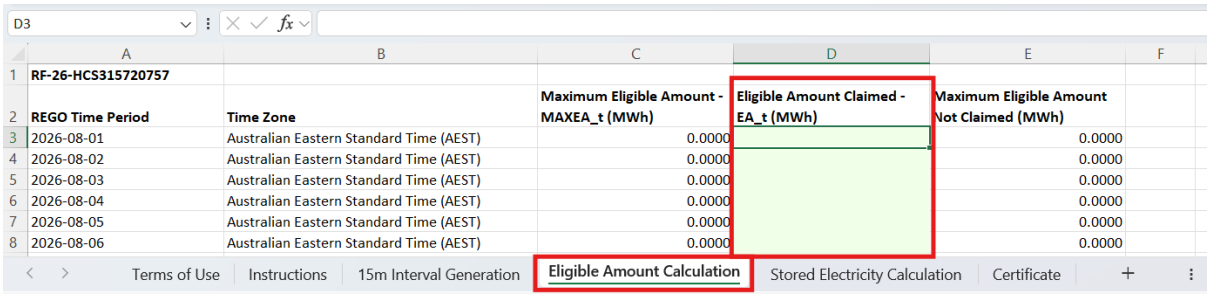
Energy storage systems

Eligible amount calculation tab

> If you're claiming for an energy storage system your template will include different fields and calculations. Enter your measurement data in the **interval generation tab**.
>
> The **eligible amount calculation tab** will calculate the **maximum eligible amount** based on the agreed calculation methodology.

Enter the amount you wish to claim in **eligible amount claimed** in Column D.

You may choose to claim the full **maximum eligible amount** or a lower amount. The **eligible amount claimed** cannot exceed the **maximum eligible amount** calculated by the template.



D3

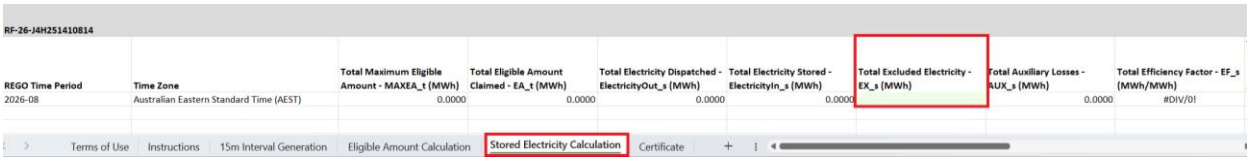
	A	B	C	D	E	F
1	RF-26-HCS315720757					
2	REGO Time Period	Time Zone	Maximum Eligible Amount - MAXEA_t (MWh)	Eligible Amount Claimed - EA_t (MWh)	Maximum Eligible Amount Not Claimed (MWh)	
3	2026-08-01	Australian Eastern Standard Time (AEST)	0.0000		0.0000	
4	2026-08-02	Australian Eastern Standard Time (AEST)	0.0000		0.0000	
5	2026-08-03	Australian Eastern Standard Time (AEST)	0.0000		0.0000	
6	2026-08-04	Australian Eastern Standard Time (AEST)	0.0000		0.0000	
7	2026-08-05	Australian Eastern Standard Time (AEST)	0.0000		0.0000	
8	2026-08-06	Australian Eastern Standard Time (AEST)	0.0000		0.0000	

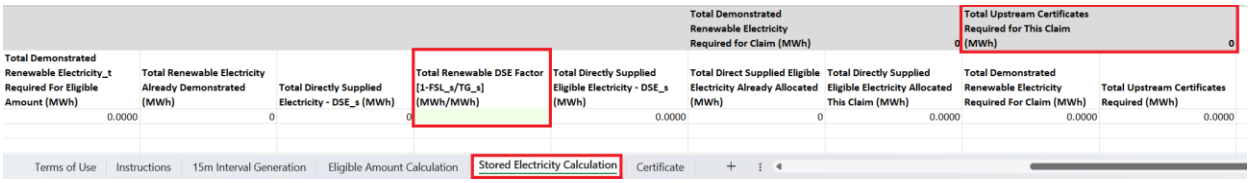
Terms of Use | Instructions | 15m Interval Generation | Eligible Amount Calculation | Stored Electricity Calculation | Certificate

Stored electricity calculation tab

> The values in the **stored electricity calculation** and **certificate** tabs are calculated based on the data entered in the **eligible amount calculation tab**.

Complete all green cells using the required information for the claim period.





Once all required data has been entered, the template will calculate the required upstream certificate amount. After uploading your claim data, you'll be prompted to surrender or retire the required upstream certificates as part of the certificate creation process.

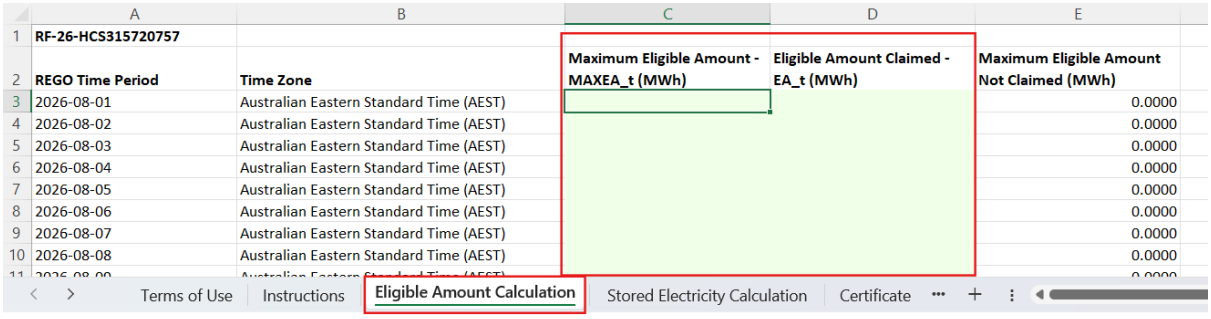
Complex methodology and short-term alternative measurement for storage systems

If you're claiming for an energy storage system using a complex methodology or short-term alternative measurement, you'll need to calculate your eligible amount outside of the template and provide that calculation in eligible amount evidence.

In the **eligible amount calculation tab**, you must calculate the **maximum eligible amount** using the agreed calculation methodology.

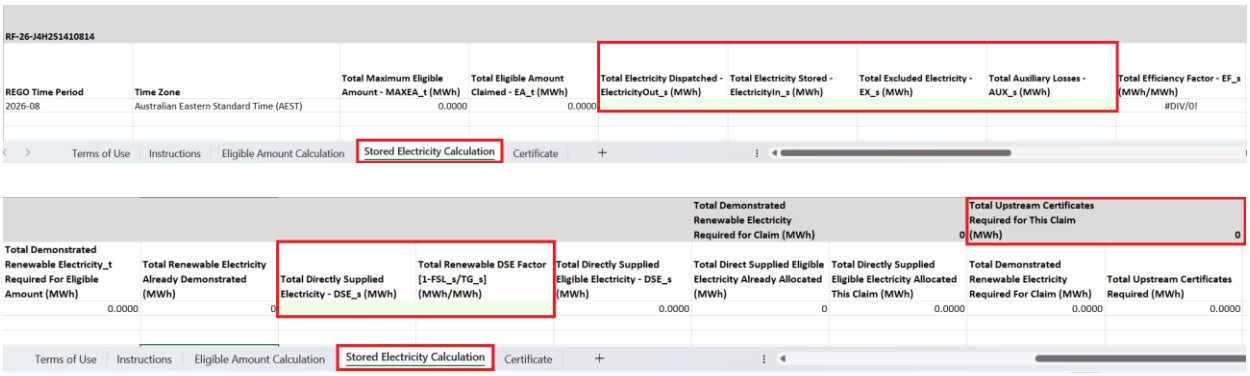
Enter the calculated amount in **maximum eligible amount** in column C.

You may then choose to claim either the full **maximum eligible amount** or a lower amount. Enter the amount you wish to claim in **eligible amount claimed** in column D. The amount claimed cannot exceed the maximum eligible amount.



The values in the **stored electricity calculation** and **certificate** tabs are based on the data entered in the **eligible amount calculation tab**.

Complete all green cells using the required information for the claim period.



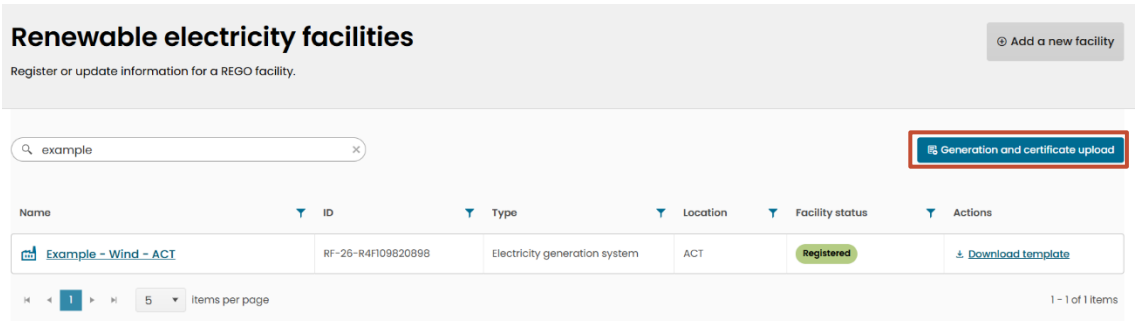
Once all required data has been entered, the template will calculate the required upstream certificate amount. After uploading your claim data, you will be prompted to surrender or retire the required upstream certificates as part of the certificate creation process.

Certificate tab and residuals tab

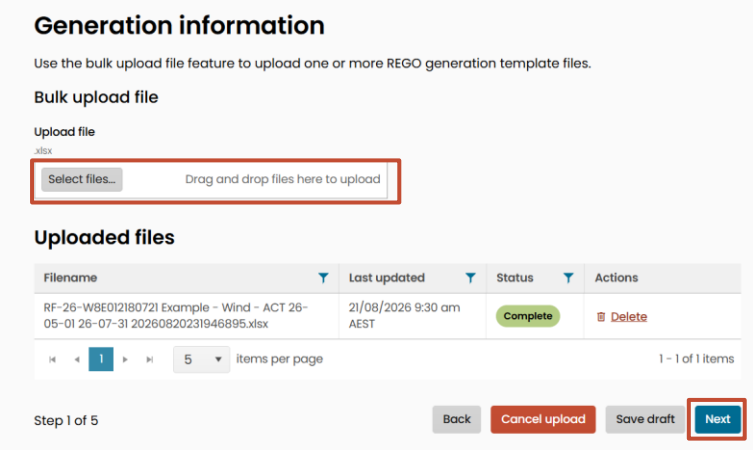
You can view the number of certificates being claimed in the **certificate** tab and **residuals tab**. The number of certificates to create and register is automatically calculated and can't be adjusted. To adjust the number of certificates to create and register, you need to change the **eligible amount claimed** in the **eligible amount calculation tab**, and the upstream certificate amount will be recalculated.

Step 3: Upload your claim

1. On the **Renewable electricity facilities** page, select **Generation and certificate upload**.



2. Upload the completed template(s).
3. Wait for the templates to finish uploading (this can take several minutes).
4. Select **Next**.



You can upload files for multiple facilities in one upload. This allows you to make claims for multiple facilities in the same workflow.

You can only upload one file for each facility. When uploading templates for multiple facilities, each facility's claim will be considered as a separate application for assessment purposes.

Step 4: Upstream certificates

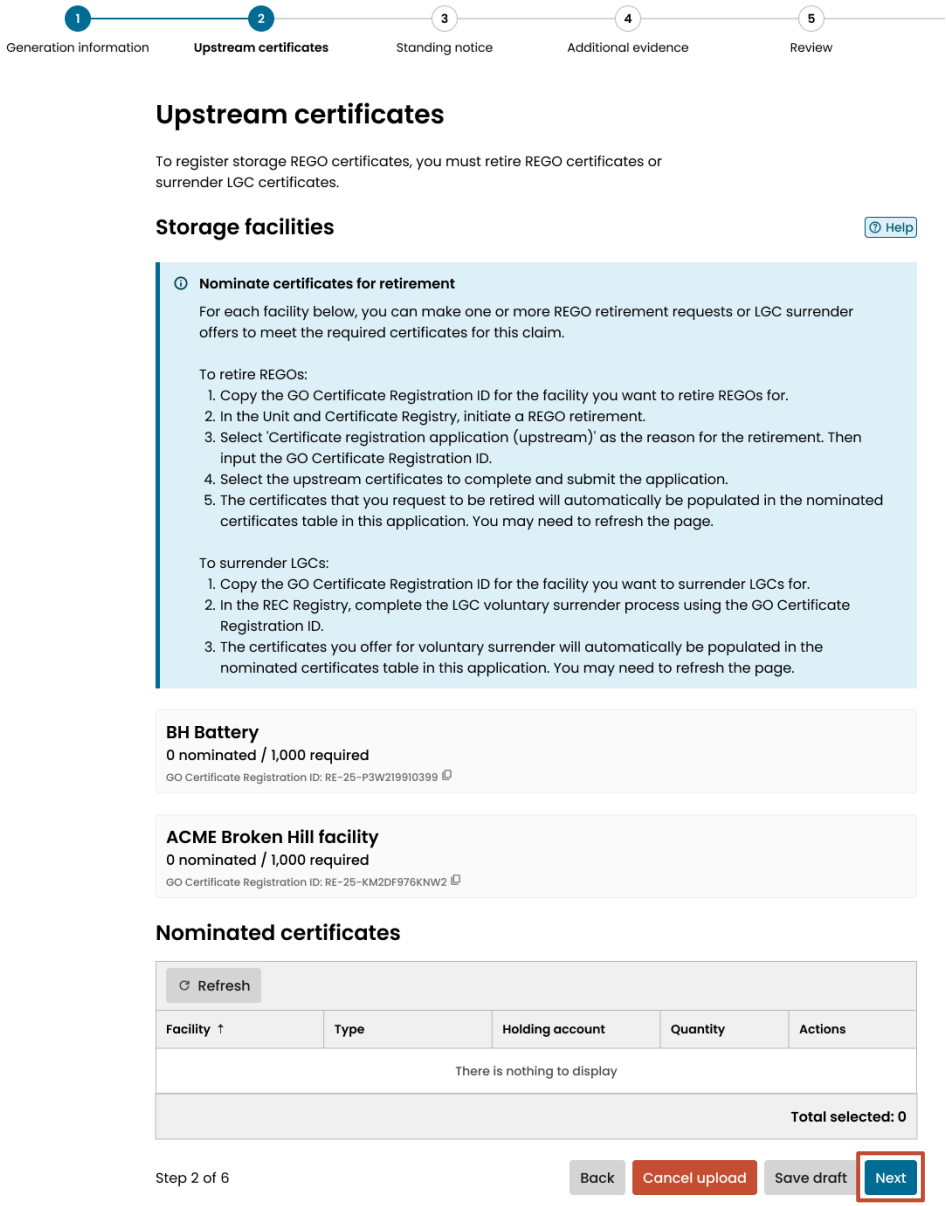
If the facility doesn't require upstream certificates, this page will display 'No storage certificates have been selected for registration. Upstream certificates are not required.'

If the facility requires upstream certificates, the relevant details will be displayed on this page.

1. Submit an LGC surrender offer in the REC Registry or a REGO retirement application in Online Services.
2. Enter the certificate registration ID provided on this page when prompted.

This will link the upstream certificates to the certificate claim application.

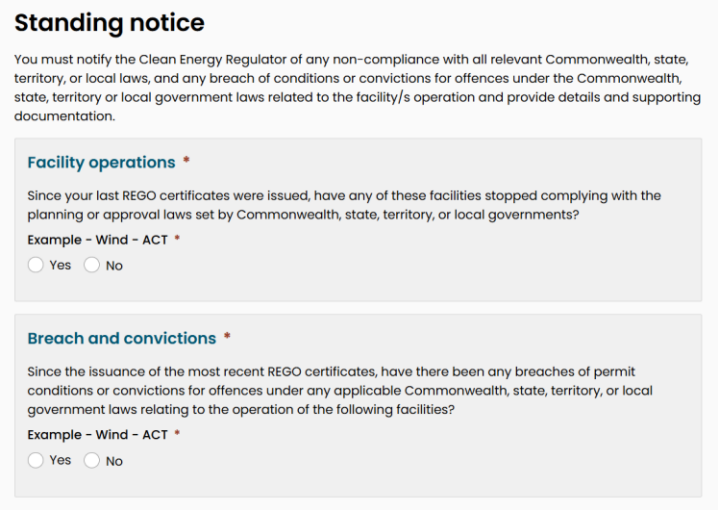
You won't be able to complete your claim until the total upstream certificate requirement has been met.



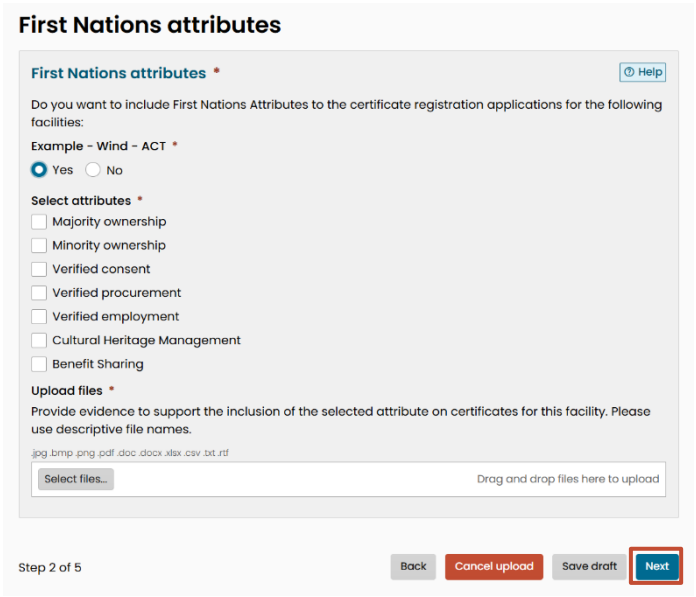
3. Select **Next**

Step 5: Provide extra claim information

1. Answer the standing notice questions for each facility.



2. Nominate the First Nations attributes, where applicable (these will be preselected based on facility registration details).
3. Select **Next**.



Nominated First Nations attributes will be included on all certificates included in the claim for the relevant facility.

As per the GO Rules, you will need to provide evidence of First Nations attributes with each certificate claim.

First Nations attributes that have received preliminary approval at facility registration may lead to shorter assessment times; however, preliminary approval does not guarantee their approval to be included on the certificates.

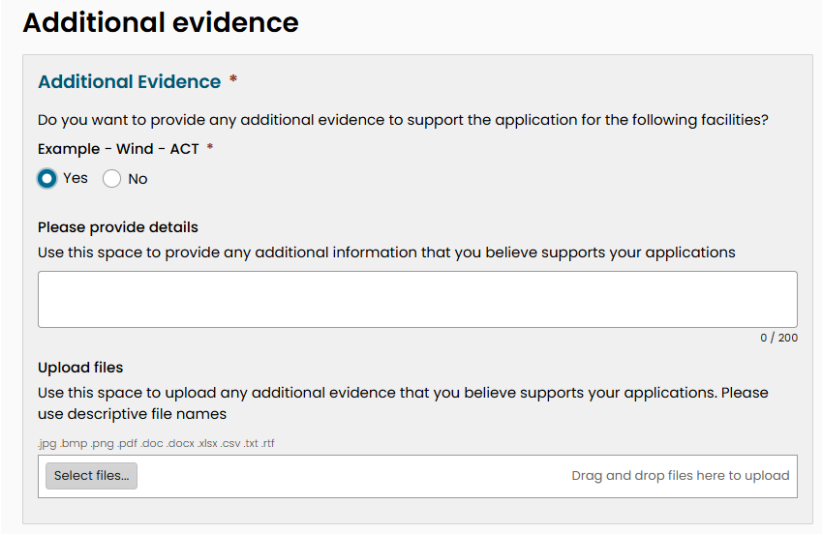
Including new First Nations attributes that have not received preliminary approval at facility registration may lead to longer assessment times.

Step 6: Upload supporting evidence

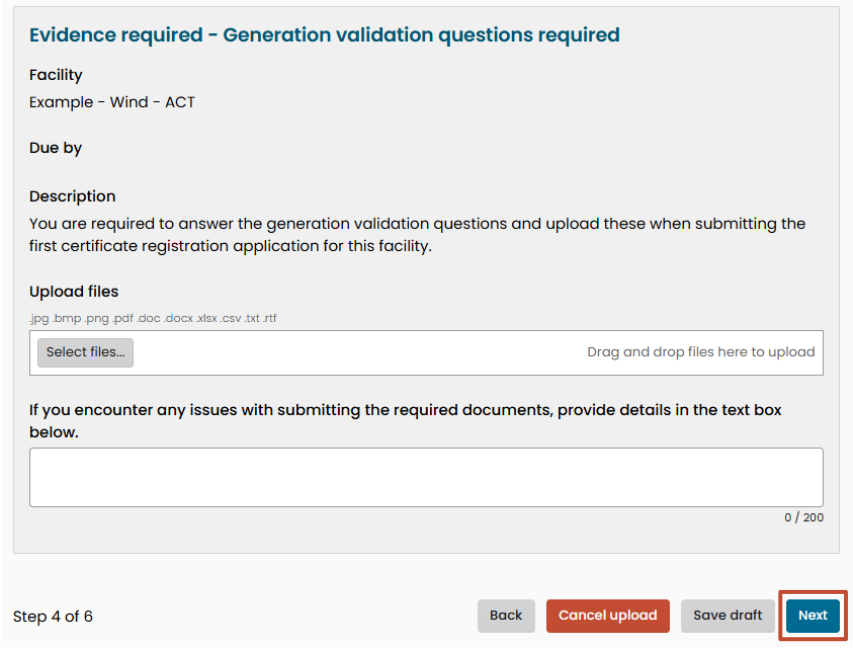
1. Upload the required eligible amount evidence, including:

- calculation workbooks
- other supporting documentation (e.g. raw meter data).

2. Provide any additional information.



3. Respond to any conditions imposed on your facility.
4. Select **Next**.

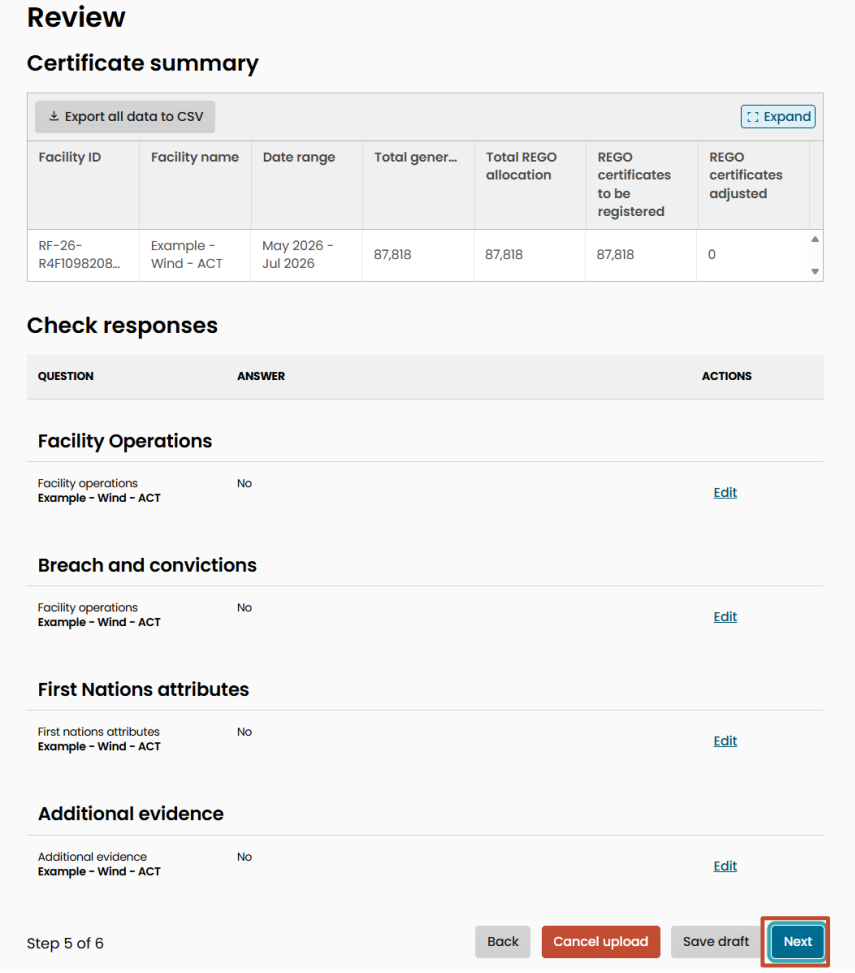


Step 7: Review and submit your claim

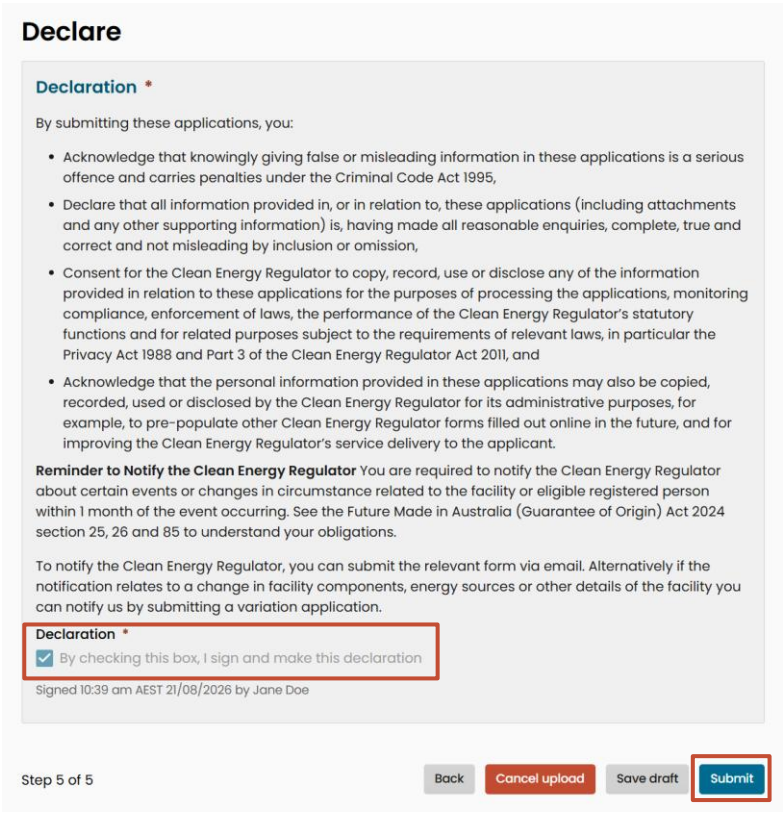
1. Review the information you've entered.

> This page displays the total eligible amount reported for each facility, and the amount allocated to REGO and number of certificates to be created and submitted for registration.
>
> If there are any issues with the calculations, make sure you check your templates.

2. If everything is correct, select **Next**.



3. Read the declaration and select the acknowledgement checkbox.
4. Select **Submit.**



This is a legal declaration that you make when applying to create and register your REGO certificates. If you have improperly created the certificates, you could be subject to legal action.

Step 8: Pay your invoice

Once you submit your application, we'll send you an invoice. You have to pay the invoice before we can begin assessing your claim.

Application outcome

Once we've assessed your claim, it will either be approved or refused.

If your claim meets the requirements, we'll approve it and let you know by email. The certificates will be added to your Unit and Certificate Registry account[7] and published on the GO Register.

We may refuse your application if we determine that the certificates have been improperly created.

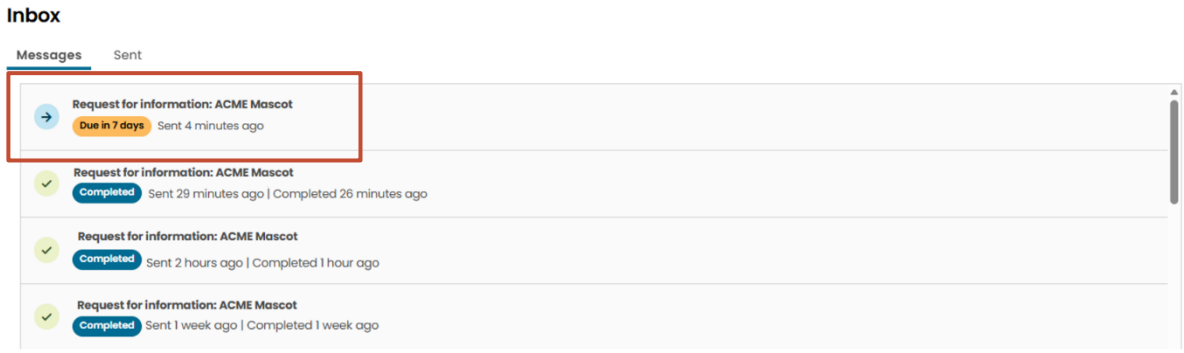
If your application is refused, we'll let you know by email.

[7] https://cer.gov.au/online-systems/new-unit-and-certificate-registry/unit-and-certificate-registry-guidance#manage-a-rego-account-in-the-registry

Requests for more information

If we need more information to assess your application:

1. We'll let you know by via the OLS inbox.
2. A request will appear in your inbox.
3. Open the request to provide the requested information before the due date.



> We're not required to decide, and may cease considering, your application if you don't provide the requested information before the date indicated in the request for information notice.

System statuses

Status	What it means	What you need to do
Incomplete Incomplete	The application has incomplete fields.	Complete the application by filling in all required areas and submit to start the assessment process.
Submitted Submitted	The application has been submitted and is awaiting assessment.	Wait for us to assess your application.
Action required Action required	We need more information or to clarify something before we continue assessing your application.	Complete the request for further information before the due date.
Approved Approved	The application was successful.	No further action is required.
Refused Refused	The application was refused.	Check the reason in the refusal notification and ensure you have the requested information before submitting a new application.
Ceased to consider Ceased to consider	A request for further information was made and no response was received, so the Regulator has ceased considering the application.	Check the request for further information and ensure you have the requested information before submitting a new application.

File upload statuses

Status	What it means	What you need to do
Complete 	The file has been successfully uploaded.	Continue the application.
In progress 	The file is uploading and being read by the system.	Wait until the upload is finished.
Error 	There was an error uploading the file.	Check that you've provided the correct file. Go to Step 1: Download the certificate data template for help with downloading and uploading certificate templates.

Validation messages and how to resolve them

Validation message	What do I do?
The information about ineligible energy sources in the Calculation Methodology form does not match the information provided in the Energy Source details. Any ineligible energy sources must be included in the Calculation Methodology and in an Energy source form.	Check that you have added all ineligible energy sources or update the Calculation Methodology details to reflect that there are no ineligible energy sources.
There is no measurement device declared for the energy source of _____.	Check that you have included all meters and monitoring systems, then make sure that each energy source is connected to at least one of them.
There is missing mandatory components for the energy source ___. Further details are required on _____(component).	You have included an energy source that requires a specific component to be included in the application. Update the component details to state that it services the correct energy sources.
The first-generation date in the Network Distribution and Supply form does not match with the answers provided in the RET Accredited Power Station form. Update the information to be consistent across forms.	Update either the RET accredited power station details or the Network Distribution and Supply details so that they match. If the first-generation date is pre-1997, you must provide a baseline value. If it was after 1997, there should be no baseline value.
The related energy source selected in the Electricity Meter form no longer exists. At least one energy source must be selected to complete this form.	Make sure all electricity meter details include the correct energy source or remove the electricity meter if it's not part of the facility.
The first-generation date in the Network Distribution and Supply form does not match with the answers provided in the Legacy Baseline form. Update the information about date of first generation to be consistent across forms.	Update either the Legacy baseline details or the Network Distribution and Supply details so that the dates match. If the first-generation date is pre-1997, you must provide baseline details. If it was after 1997, there should be no baseline details.
The number of Connection Points with applicable Marginal Loss Factors in the Network Distribution and Supply form exceeds the number of DLEG measurements in the Calculation Methodology form. Provide at least one DLEG meter for each applicable MLF.	Update either the Calculation Methodology details to add any missing DLEG measurements or the Network Distribution and Supply form to include the correct connection point and MLF information.

Validation message	What do I do?
The component _____ does not have an owner or operator. Further details are required regarding the ownership or operational control of this component.	Update the stakeholder and contact details to state who the owner or operator of each component is.
The related component selected in the registered person role section no longer exists. At least one valid component must be selected to complete this form.	You have removed a component from the facility that was included in the list of components you own or operate. Update the stakeholder and contact details to remove the component from the list.
The related component selected in the stakeholder information section no longer exists. At least one valid component must be selected to complete this form.	You have removed a component from the facility that was included in the list of components a stakeholder operates or owns. Update the stakeholder and contact details to remove the component from the list.
The related energy source selected in the Monitoring System form no longer exists. At least one energy source must be selected to complete this form.	Make sure all monitoring system details include the correct energy source or remove the monitoring system if it's not part of the facility.
The related energy source selected in the component form no longer exists. At least one energy source or storage system must be selected to complete this form.	Make sure all component details include the correct energy source or remove the component if it's not part of the facility.
The information in the Energy Storage form does not match the information in the Calculation Methodology form. Provide direct supply information in both forms or in neither.	Update either the Calculation Methodology details or the Energy Storage details so that both sections include direct supply information or neither do.
The location of this facility does not match the electricity network connection.	Update either the location details or network distribution and supply details so the location matches the selected network.
A multi-channel meter has been selected for measurement. Further details on the channel number are required.	If the selected meter is correct for each measurement reading, add the channel number to the Calculation Methodology details.

Validation message	What do I do?
The connection type selected in the Network Distribution and Supply form does not match the information provided in the Calculation Methodology form. Provide direct supply details in both forms or in neither.	Update either the network distribution and supply details or the Calculation Methodology details so both sections include direct supply information or neither do.
The meter channel number in the Calculation methodology form is larger than the total number of channels indicated in electricity meter form for the selected meter. Please update with the correct information.	Check that the electricity meter details are correct and, if so, update the Calculation Methodology details with the correct channel number for this measurement.
A single channel meter has been selected for measurement. Channel number must be 1 or left blank.	Check that the electricity meter details are correct and, if so, update the Calculation Methodology details with the correct channel number for this measurement.

File upload errors and how to resolve them

Error message	Action
Multiple files for a single facility error: Only one file per facility	Make sure you only include **one file for each facility**. If needed, you can go back a few steps and download a different template.
Submission error: Something went wrong	Return to the upload page or the facility details and **try your submission again**. You may have to try again later or can contact us for help.
Waiting payment: Your application has been received	**Complete payment** for the created certificates. Once payment is received, we will start assessment.
Action required: Your application has been assessed, and we have requested additional information or edits	View your inbox to see the message from us. **Respond to the request** for further information or make the required edits.