



FAQs: Solar for apartments

Answering common questions about **SolShare**



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Why shared solar?

Take power back for you & your neighbours.



Turn your idle roof into a money-saving machine.

Avoid ever-increasing electricity costs by accessing free solar energy.



Future-proof your building.

With solar on your roof, you will have made the first step to being ready for future electrification, from heat pumps to EV chargers.



Increase the value of your building.

Domain tracked sales of apartments with shared solar, and they sell for \$20-30k more than their counterparts!



Increase your independence.

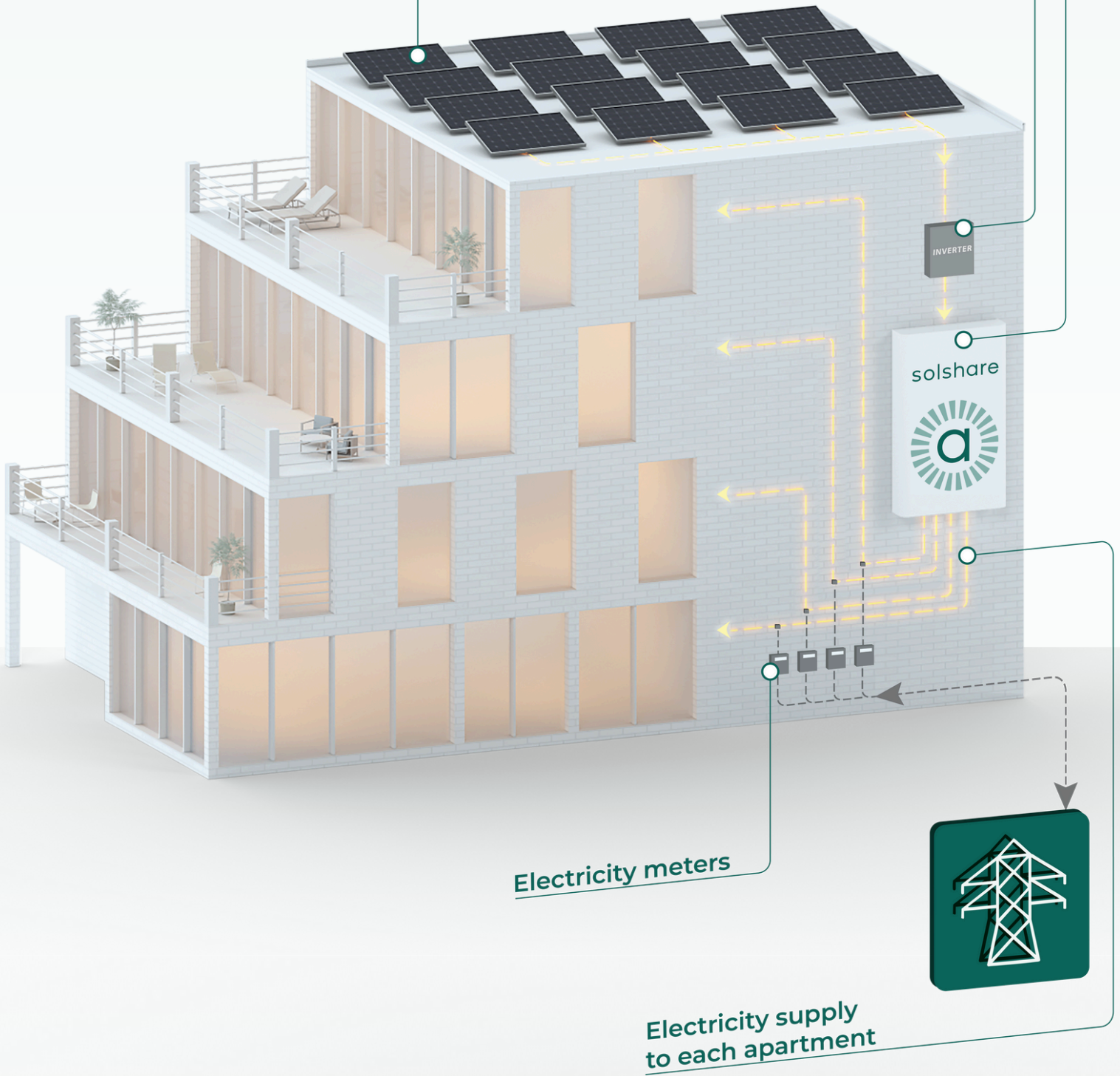
Utilising the energy generated on your roof protects you from the fluctuations of major energy retailers, inflation, and the volatility of global commodity prices.



Solar panels

SolShare

Inverter



Electricity meters

Electricity supply to each apartment

General questions

**Do all tenancies need to take part in the shared solar system?
Can a tenant opt in at a later date?**

No – while we typically see all tenancies enjoy the benefits of solar, your building may choose to allocate solar to only a subset of all tenancies. If a resident chooses to opt in at a later date, they may be required to contribute to the strata fund.

How does SolShare distribute the solar generated between units?

An algorithm within the SolShare unit monitors the solar power available and the energy loads at each connection point to confirm what power is required and where.



How should we decide on solar allocations for each apartment?

As an owners' corporation, you'll need to agree on how much solar energy each apartment (and the common light and power, if applicable) should receive. There's flexibility in how allocations can be set – your solar partner can help you decide what works best for your building.

Common approaches include:

- **By lot entitlement:** This method is sometimes required to meet eligibility criteria for certain grants or rebates.
- **Equal share per apartment:** Each connected apartment receives the same share of the solar energy generated.

Keep in mind that the configuration of your building's electrical connections will influence what allocation options are possible.

Once you've agreed on your preferred approach, discuss it with your solar partner. They'll provide options that reflect your building's needs and ensure your system is set up for fair, effective energy sharing.



How do we know if the solar being generated is distributed correctly?

The algorithm keeps a history of energy use and distribution, and can be set to ensure the correct allocation of solar power.

Is there somewhere I can view how much solar I'm generating?

Yes – the SolShare monitoring portal, SolCentre, can be made available to each tenant to monitor their own solar allocation.

Your building manager, strata manager, or solar installer can be given access to see the solar generation and allocations for the whole building.

Can other tenants see my electricity usage?

No – each monitoring portal only shows a user's own energy usage and allocation information. Any additional access granted to strata managers or solar installers will only show solar generation and allocation for the entire building.



Can I send some of my unused solar to my neighbours so they get energy cheaper?

This isn't necessary because solar energy is distributed to each resident according to the fair-sharing algorithm, chosen by the owners' corporation.

Using this algorithm, SolShare delivers solar energy to residents based on their active consumption needs.

As a result, allocations will occur at different times during the month, aligning with periods when solar energy holds the most value for each resident. When you don't require as much energy, your neighbours will enjoy a larger allocation, and vice versa.

Will the solar installer require access to my apartment to install the shared solar system?

No – All necessary electrical work for installing the shared solar system typically occurs in common areas, such as the roof, electrical cabinets, risers, and switchboard rooms.



If my building operates as an embedded network, is a shared solar system still a possibility?

Shared solar systems are usually installed in buildings where each unit has its own retail meter or National Metering Identifier (NMI). Nevertheless, there's no technical barrier to installing a shared solar system in an embedded network.

We suggest consulting your embedded network provider to confirm that there are no contractual issues with installing a shared solar system in your building.

Can we have batteries with a shared solar system?

Batteries are a great way to store excess solar power for later use. SolShare works well with batteries, but we recommend speaking to your solar installer to understand which battery options are best for your building.

Financing & ownership

Who owns the shared solar system?

The shared solar system is owned through the owners' corporation assets, so when an apartment is sold, an equal portion of the shared solar system is included in the purchase through those assets.

Will I receive a feed-in tariff (FIT) for any unused solar?

You will receive a FIT for any unused solar energy allocated to you if you have a bi-directional smart electricity meter (contact your solar installer to set this up) and you have chosen a tariff with your electricity retailer that includes a FIT.



When purchasing a shared solar system, who are we paying?

You'll pay the solar installer chosen by your owners' committee, who will oversee the installation of the complete shared solar system, including your SolShare(s).

How does the building pay for the shared solar system?

Your solar installer will typically invoice for the shared solar system (including SolShare).

As a building, this may be paid in several ways, including:

1. from your building's sinking fund *and/or*,
2. by raising an additional levy to be paid per tenancy *and/or*
3. with a loan accessed through a finance provider,
4. or, with a Power Purchase Agreement (PPA) through a PPA Provider.

Your solar installer and strata management can help determine the options available for your building, and you can read more about the above options [here](#).



What is the most efficient way to get approval to install a shared solar system in our building?

Installing a solar system (shared or otherwise) in common areas of your building (e.g., the roof, electrical cabinet/risers) requires approval from the owners' corporation by vote.

Voting is typically conducted at an Annual General Meeting (AGM) or at a Special or Extraordinary General Meeting (SGM or EGM).

The shared solar assessment we provided includes more detailed information about this process, or you can find a more detailed breakdown for each state [on our blog](#). If you have further questions, please contact your owners' corporation manager.

Technical information

Can I choose my energy retailer? Can it be a different retailer from my neighbour?

A significant advantage of SolShare's shared solar system is that each tenant can choose their electricity retailer. You are not required to use the same retailer as your neighbour. Nonetheless, if your building functions as an embedded network, you will still purchase electricity from your embedded network operator.



Is it an issue if some of the residents in my building have single-phase power, but I have three-phase power?

Typically, this should not be an issue. Your solar installer will consider this when designing the solar system for your building.

How much solar capacity is allocated to each tenancy in a typical shared solar setup?

Depending on the number of apartments in your building and the available roof space, the typical solar capacity allocation per tenancy ranges from 1 kW to 5 kW.

The amount of solar allocated to my apartment seems low (on a kW basis); why is this?

The kW rating for your tenancy is averaged across the whole building. Since SolShare uses an algorithm to optimise solar allocation, you may receive a significantly higher allocation in kW when you need it most – when you are actively *using* electricity.

Warranty & system support

What is the warranty of SolShare?

SolShare has a 10 year Product Warranty.

What is the expected life of the shared solar system?

Most solar components have an expected lifespan of between 10 and 25 years. The operating life of the SolShare is expected to exceed its product warranty period.

Speak to your solar installer about the warranties associated with their workmanship and the products they include in your system.



Who provides the installation warranty and post-installation support?

Your solar installer is the go-to expert for all aspects of your solar system, including SolShare.

Before work begins, we suggest that you discuss your installer's workmanship (installation) warranty, the warranties for each product in your solar system, and any post-installation support offered.

Electric vehicles & chargers

Can I connect an EV to my apartment?

You can connect an EV charger whether or not you have solar (but we recommend solar!). Connecting a slow EV charger is pretty straightforward, but high-powered or rapid chargers may require approval from your owners' corporation.



How does SolShare allocation work if all residents are looking at getting their own EV charger?

When installing several EV chargers in an apartment building, it's important to assess the existing electrical infrastructure and any existing shared solar system.

While SolShare distributes solar energy to an EV charger just as it would for any electrical load within your apartment, we suggest you consult an energy expert with experience in designing and installing EV chargers in multi-unit buildings.

Can I use my solar allocation to charge my EV?

SolShare provides solar energy to EV chargers like other electrical loads, but additional electricity from the grid may be needed for a full charge, depending on the charger.



Contact us for more information

E: info@allumeenergy.com.au

T: +61 (0) 3 9427 0005

W: allumeenergy.com.au