



Energy Innovation Toolkit

Portal Services Guide

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Further Assistance

This guide provides a step-by-step overview of how to use the portal to apply for a trial waiver and trial rule change, and how to submit an enquiry to the IES. The guide also outlines the kind of information to include in a submission.

Prior to lodging an enquiry and trial application, users may wish to review guidance information on the Energy Innovation Toolkit website:

- About the [Innovation Enquiry Service process](#)
- An overview of the [trials framework](#)
- How the AER [assesses trials](#)
- The [ESC trial waiver webpage](#)

This document is designed to provide visual guidance through the portal for users looking to access the IES or submit a trial application. If you require a different format or alternative assistance to use the portal, please contact the Energy Innovation Toolkit team at regulatorysandbox@aer.gov.au.



1. The portal

The Energy Innovation Toolkit portal (the portal) provides a secure and centralised platform for users of the Energy Innovation Toolkit to:

- seek informal guidance from the Innovation Enquiry Services (IES)
- apply for trial waivers issued by the AER or Essential Services Commission (ESC) offering regulatory relief
- apply for trial rule changes administered by the Australian Energy Market Commission (AEMC).

The portal can be accessed through the Energy Innovation Toolkit website [services page](#). Users should be aware that the portal is hosted on a different website and should check to ensure the URL begins with: <https://aerportal.powerappsportals.com/>

Portal accounts allow users to lodge and manage IES submissions and trial applications in a case management system and enables Toolkit project partners¹ to collaborate when assessing applications or responding to enquiries.

Applicants are strongly encouraged to reach out to the Energy Innovation Toolkit team before submitting an application for a trial waiver or trial rule change.

The Portal Services Guide is best used in conjunction with information on the [Energy Innovation Toolkit website](#) about the scope of the Toolkit's services, the roles and responsibilities of Toolkit Project Partners and what can and cannot be applied for.

The Energy Innovation Toolkit portal has a **15-minute time-out function** for information safety and security. This means any information that has not been saved, either by saving a draft or progressing the application, will be lost after 15 minutes idling on webpage. For this reason, users should consider drafting submissions with significant volumes of information prior to beginning an application in the portal.

¹ Staff at the ESC, AEMC and the Australian Energy Market Operator receive access to individual matters when appropriate. While the Australian Renewable Energy Agency is a project partner, it does not have a role in assessment or monitoring of trials and does not have direct access to the portal.



1.1. Creating an account

Users without an existing account may register a new one from this screen by click the **Register for Toolkit** button.

Australian Government | AER AUSTRALIAN ENERGY REGULATOR

Search

Sign in

Sign in Redeem invitation

AER Portal Login

* User name

* Password

☐ Remember Me

As a user of this online service you undertake to submit accurate data on behalf of your organisation and meet all security requirements.

Sign in Forgot your password?

Energy Innovation Toolkit

If you need to register for an account to the Energy Innovation Toolkit, please click the Register for Toolkit button below to request access.

Register for Toolkit

Users may then enter information to register to use the portal. Any fields marked with an asterisk are mandatory. Once complete, click **Submit Registration Request**.

Australian Government | AER AUSTRALIAN ENERGY REGULATOR

Search

Sign in

Energy Innovation Toolkit Portal Registration

Complete this form to gain access to the Energy Innovation Toolkit Portal. When submitted, you will receive an invitation via email to complete your registration and activate your account.

Once this is done your account will be fully active and you can begin working with the Energy Innovation Toolkit.

Personal Details

First Name *

Last Name *

Email Address *

Telephone *

Job Title *

Provide a telephone number

Organisation Association

Please choose a primary organisation that you will be associated with when using this portal, or if the organisation you want to associate with does not exist in the list, please enter its ABN in the field below instead.

Alternatively, if you do not wish to be associated with an organisation, please select the 'Do not attach to an organisation' option.

☐ Select the primary organisation that you wish to be associated with

☐ Enter the ABN for the organisation

☐ Do not attach to an organisation

Submit Registration Request



Energy Innovation Toolkit

The information input during registration will be included on any IES enquiries and trial applications and will be used by the Energy Innovation Toolkit for any correspondence (like follow-up questions or meetings), so it is important this information is accurate.

If a user represents an organisation, the information may be entered at this time but is not required. Users may add organisation associations later or identify organisations in individual submissions.

Once a registration request has been submitted, a confirmation screen will direct users to an invitation email sent to the registered email address.



AER Portal Registration

Your self registration request has been submitted successfully. If it is approved, you will receive an invitation email to activate your account on the AER Portal.

The email will include a link to create an account, and an invitation code. Click the hyperlink in the email to redeem the invitation code.

You have been sent an invitation to access the AER Portal.

Your access request has been granted and you can now log into the AER Portal.

If you are not registering as an Energy Innovation Toolkit user, the organisation manager for the company you have selected as your primary company still needs to approve your association with them. Once this is done, your portal roles will be assigned and you'll be able to commence submitting data to the AER.

If you are registering for the Energy Innovation Toolkit, then your access will be active as soon as your access request is approved.

Creating your account

To redeem your invitation and access the AER Portal, please click [here](#).
Your invitation code is:

Clicking the link will redirect the browser to an invitation code screen. The invitation code field should auto-fill with the relevant code, but if it doesn't, users can copy the invitation code from the email into the field and click **Register**.

The image shows the registration page of the AER Portal. At the top is the same header as the previous image. Below the header, there are two tabs: 'Sign in' and 'Redeem invitation'. The 'Redeem invitation' tab is selected. Below the tabs, the text 'Sign up with an invitation code' is displayed. Underneath this text is a form field labeled '* Invitation code'. Below the form field, there is a line of text: 'As a user of this online service you undertake to submit accurate data on behalf of your organization and meet all security requirements.' Below this text is a dark blue button labeled 'Register'. A purple arrow points from the 'here' link in the text above to the 'Register' button.

Energy Innovation Toolkit

The following page requires the user to enter their registered email and create a username and password. Once these fields are completed, click **Register** to continue.

[Sign in](#) [Redeem invitation](#)

Redeeming code:

Register for a new account

* Email

* Username

* Password

* Confirm password

As a user of this online service you undertake to submit accurate data on behalf of your organisation and meet all security requirements.

Register

The username may be selected by the user. To ensure the username is easy to remember, users may consider choosing the registered email address.

Once registered, users will be direct to review terms and conditions and accept. Terms and conditions must be accepted each time users access the portal.



Terms and Conditions

The Australian Energy Regulator (AER) portal is an online digital service of the Australian Government and access is restricted to authorised users only.

As an authorised user you are responsible for:

- Providing correct and up-to-date information to the AER on behalf of your organisation
- Keeping your login details safe and making sure that only you can access the portal with them
- Informing the AER if you think that anyone else has access to your login details

You must not use this online service:

- For any illegal or fraudulent activity
- To access data without authority
- To insert, alter, erase or destroy data without authority
- In a way that impedes or prevents access to the service by other users

☐ I agree to these terms and conditions.

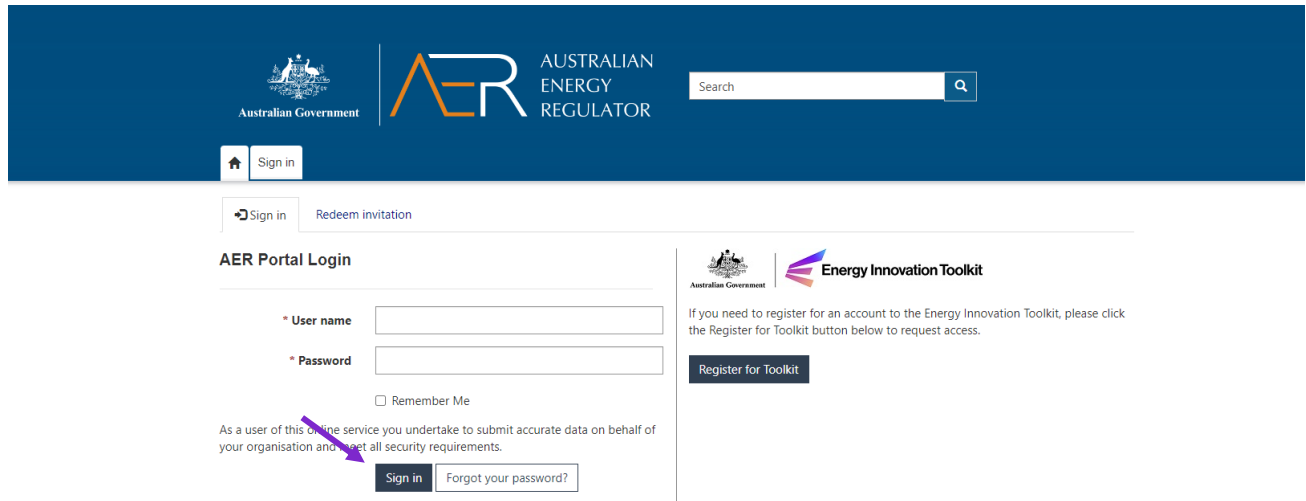
Continue



1.2. Accessing the portal

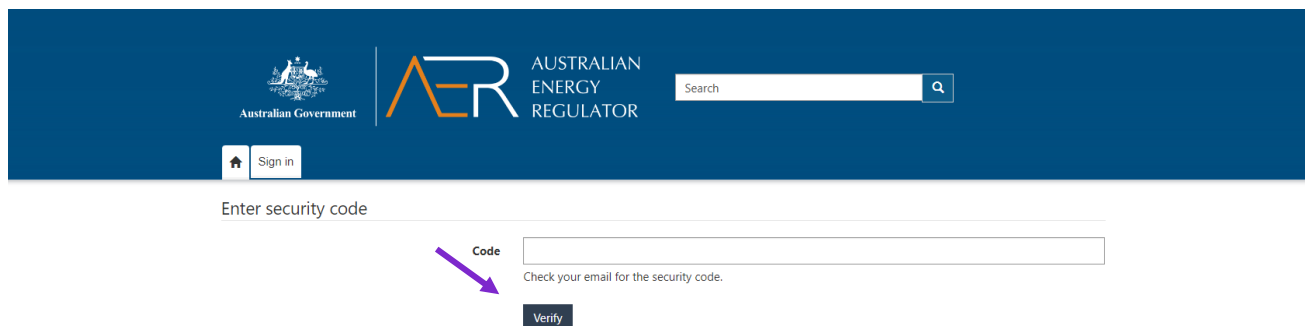
When accessing the portal, the login screen will be visible as shown in the below screenshot*.

Returning users with existing accounts may log-in using by entering their username and password and clicking **Sign in**.



The portal utilises two-factor authentication. When signing in, users will be asked to enter a code sent to their registered email address.

Click **Verify** to continue and accept the terms and conditions on the next screen to access the portal. Accepting the terms and conditions is required on log-in.



* In some cases, a link to the portal may take users to a different landing page. Click the **Sign in** tab at the top of the screen to access the login function.



Welcome to the AER portal

Getting started

Please register for the AER Portal via the Sign In link above in order to access the areas that you require.

If you have just registered as a user, the menu options you require will be visible once your user request has been approved by the AER.



Energy Innovation Toolkit

Once a user has accessed the portal, they may choose to review their information by clicking the tab with the user's name and selecting **Profile**.



Welcome to the AER portal

Getting started

Please submit data and applications to the AER through the options above.

If you have just registered as a user, the menu options you require will be visible once your user request has been approved by the AER.

The profile tab allows users to update their information, change email and passwords and link organisations to their profile. This information must remain accurate for communication purposes.

Profile

AER Sandbox

Profile

Security

Change Password

Change Email

First Name

E-mail

Web Site

Company

Last Name *

Business Phone

Title/Position

Additional Companies

Any additional companies you will submit data for

Company Name	ABN	Address
There are no records to display.		

Assigned Roles

Name ↑
Regulatory Sandboxing User

Save and Update Profile



2. Innovation Enquiry Service

To begin an IES submission, select the [Energy Innovation Toolkit Submission tab](#) at the top of the screen. This leads to a page explaining the types of submissions the portal will accept. This will also be where users can access their submissions at any time. To begin an application, click [Apply Here](#).

*Applications are saved as a draft after users progress to a new page. Drafts are stored in the portal system, but users should note that **drafts are deleted after 30 days of inactivity**.*

The user is then required to select an application type from a drop-down menu, select [IES enquiry](#). In the second field, give the enquiry a title. A brief description of the project or the topic of the enquiry is best. Click the [Next Page](#) button to continue.

2.1. Scope and Agreements

The following page contains important information about the scope of the IES and advises users how the Energy Innovation Toolkit team may use and disclose personal and confidential information. These agreements may be expanded by clicking the **+** box on the right-hand side of the screen. Users must review and understand each the three agreements and agree to each agreement by clicking the check box. To continue, click the [Next Page](#) button.

Scope and Agreements

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Enquiry scope and agreements

The Innovation Enquiry Service (IES) provides innovators with guidance from the Australian Energy Regulator (AER) and other market bodies on how their new technologies or business models might be delivered under the current regulatory framework.

The scope of the Innovation Enquiry Service includes:

- The energy regulations that may apply to your specific project or business model
- Informal steers on options available to progress a project or business model with respect to the regulations
- What formal regulatory processes or applications are required for market entry, and who an innovator can contact to progress the process
- Referrals to apply for a trial waiver or trial rule change, noting this service would not provide a definite view on whether a trial would be possible within the rules, or if an application would result in successful receipt of a trial waiver or rule change
- Referrals to other energy sector stakeholders, where the query falls outside AER responsibility

The IES will **not** provide:

- Legal advice, binding rulings, regulatory decisions, endorsements, or business incubation services (financial or technical advice related to launching a business)
- Endorsement or certification that a product service or business model is compliant with the rules
- An official organisational view from the AER

As such, the IES process will not include formal confirmation that a given innovation falls within the current regulatory framework.

For more information on what the IES **can and cannot provide**, please see our [Innovation Enquiry Service](#) page.

All three agreements on this page must be accepted to continue. You must expand and read each agreement before you can agree to it.

Agreements

Legal Disclaimer +

☐ I have read, understood and agree to the Legal Disclaimer *

Knowledge Sharing and Confidential Information Disclosure Statement +

This section explains how the AER will treat your confidential information, including how this information may be shared with other Government bodies or regulators to assist in responding to your query. In some cases, confidential information may also be shared more widely in a de-identified and/or aggregated form if there is a benefit to wider knowledge sharing in our agency's reporting, or in FAQs or case-studies that we publish on our website. Please ensure you read and understand this section before proceeding.

☐ I have read, understood and agree to the Knowledge Sharing and Confidential Information Disclosure Statement *

Privacy Statement +

☐ I have read, understood and agree to the Privacy Statement *

[Next Page](#)



2.2. Organisations

User may then choose to include any organisations associated with the enquiry, including agencies the user is representing or advising or any organisations involved in the project.

- If a user does not wish to include an organisation, select 'No' from the dropdown box and click **Next Page**.
- To add an organisation, select '**Yes**' in the dropdown box.

Home > Energy Innovation Too... > Energy Innovation Toolkit - IES Enquiry

Energy Innovation Toolkit - IES Enquiry - SBX-00000

Scope and Agreements ✓

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Organisations associated with the enquiry

Enquiries may be submitted on behalf of a third-party organisation(s), and innovation projects may involve multiple project partners. To help us better understand your enquiry, please provide information on any other organisation(s) associated with your enquiry.

Are you submitting an enquiry on behalf of a third-party, or is the applicant proposing its innovation to be delivered in partnership with other organisation(s)? *

No

Previous Page

Next Page

Once '**Yes**' is selected, a new option will appear. To add an organisation, click the **Add Organisation** button.

Scope and Agreements ✓

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Organisations associated with the enquiry

Enquiries may be submitted on behalf of a third-party organisation(s), and innovation projects may involve multiple project partners. To help us better understand your enquiry, please provide information on any other organisation(s) associated with your enquiry.

Are you submitting an enquiry on behalf of a third-party, or is the applicant proposing its innovation to be delivered in partnership with other organisation(s)? *

Yes

Related Organisations

Add Organisation

Organisation Name ↑	ABN
There are no records to display.	

Previous Page

Next Page

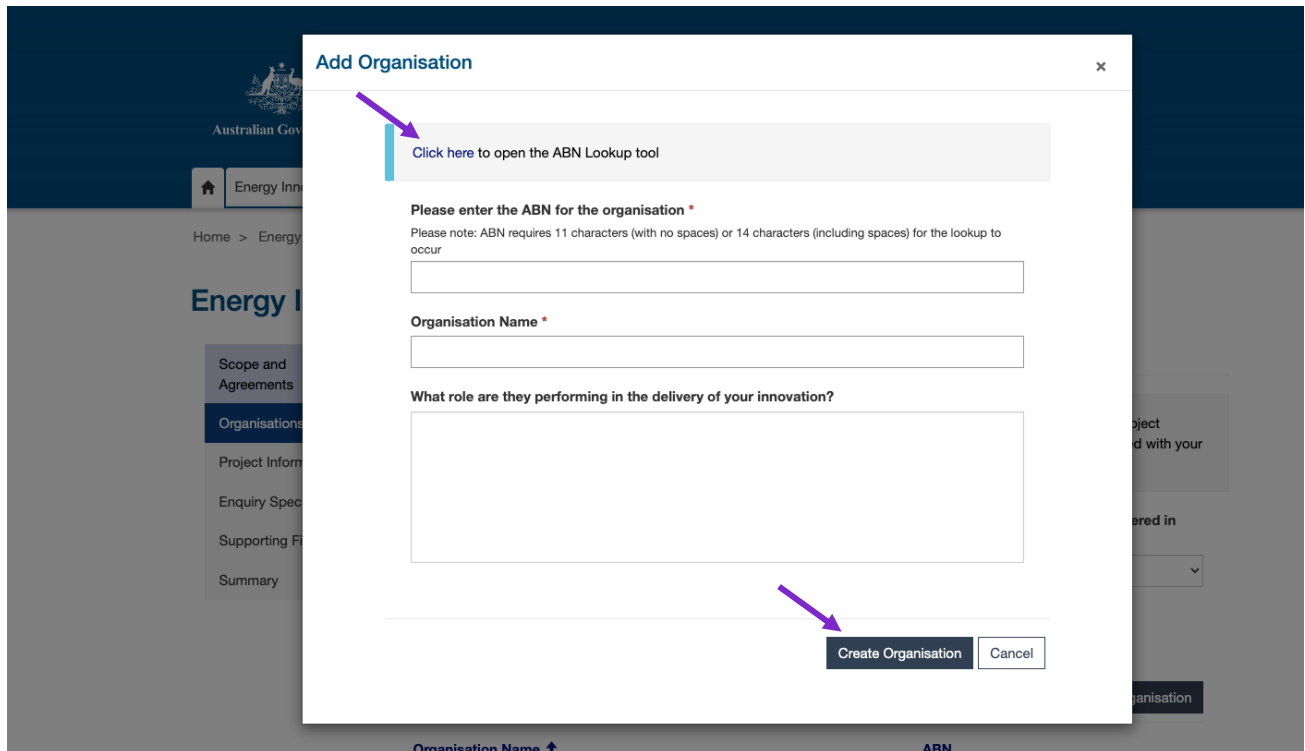


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A pop-up box will appear, allowing users to link an organisation to the enquiry. Users should note that organisations must possess a registered Australian Business Number (ABN) to be linked to the enquiry in this way. Should users wish to reference an organisation that does not possess an ABN (including overseas organisations), please include this information in the project information section later in the process. The pop-up includes a link to the Australian Business Register ABN lookup tool.

The Organisation Name will automatically fill when users enter the ABN. There is also a field for users to describe the involvement of the organisation. When complete, click **Create Organisation**. Users may add multiple organisations.

When all involved organisations have been linked to the matter, click **Next Page**.



The screenshot shows a web application interface with a sidebar on the left containing navigation links: Home, Energy Innovation, Scope and Agreements, Organisations, Project Information, Enquiry Specifications, Supporting Documents, and Summary. The 'Organisations' link is highlighted. A modal window titled 'Add Organisation' is open in the center. It features a close button (X) in the top right corner. Inside the modal, there is a link 'Click here to open the ABN Lookup tool' with a purple arrow pointing to it. Below this, a section titled 'Please enter the ABN for the organisation *' includes a note: 'Please note: ABN requires 11 characters (with no spaces) or 14 characters (including spaces) for the lookup to occur.' This is followed by an input field for the ABN. Below the ABN field is an input field for 'Organisation Name *'. Underneath is a larger text area with the prompt 'What role are they performing in the delivery of your innovation?'. At the bottom of the modal, there are two buttons: 'Create Organisation' and 'Cancel', with a purple arrow pointing to the 'Create Organisation' button. The background of the web application is dark blue with white text.



2.3. Project Information

This page requests specific detail about the contexts of the enquiry. Questions marked with an asterisk (*) are required. If users are uncertain about any of the questions, select an '**unsure**' response. Underlined terms will provide definitions when the cursor hovers over them.

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Scope and Agreements ✓

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Project Information

The information on this page helps us understand the type of projects and organisations that are requiring assistance from the IES in delivering their innovation. The information collected from this page may be disclosed at an aggregate level to help inform knowledge sharing and to help better the service. You, your organisation or your project will not be identifiable.

In which state(s) or territory(ies) is your project or service being delivered? *

Select or search options

Does your project relate to electricity, gas, or both? Select both answers if it relates to both electricity and gas *

Select or search options

Does your project relate to the wholesale, network, retail or generation market? Select all that apply or unsure if you do not know. *

Select or search options

Which stages of the innovation project has the applicant already completed? By telling us what stage the project is at we can tailor our guidance to suit your needs. *

Select or search options

When will your project be entering the market? *

Now

If you have received funding or financing, please confirm the source of the funding

Select or search options

Which category best describes your organisation? If your organisation may be a combination of these, please choose the closest description *

Community Organisation

How many employees does your organisation (or if you are a consultant, the organisation you represent) have? *

Which of the following Government agencies have you contacted previously regarding your innovation? *

Select or search options

Previous Page

Next Page

Any previous engagement with government agencies can be noted in this section. Providing this information and, where possible, the specific team or person involved, may assist the Energy Innovation Toolkit in developing a response.

Once complete, click **Next Page** to continue.



2.4. Enquiry Specifics

The Enquiry Specifics page is the most detailed part of the application. This section will break down each of the four questions with tips and examples. Each field has a character limit of 5000 words. Should users need to provide limited further information or additional resources, the following screen will offer a place to upload files. Please ensure no sensitive information (like consumer personal information) is included without consent.

! Remember to save every 15 minutes, or draft extensive content elsewhere.

Unsaved information is lost after 15 minutes and is not recoverable.

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Scope and Agreements ✓

Organisations ✓

Project Information ✓

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Summary

Enquiry Specifics

Please provide information about your specific enquiry. The information provided in this page will help the IES team direct the enquiry to the relevant person(s). Please identify all information that is confidential, noting the guidance available at <https://energyinnovationtoolkit.gov.au/knowledge-sharing> and also in our Services Guide..

Click the appropriate "Confidential Information" field if any of the information you enter in the text boxes is confidential, and in the new field enter which of the information you are seeking to claim confidentiality over. How we will use your information is [detailed here](#).

[Click here to view the confidential information statement](#)

This part of the application may require users to include confidential information. It is a condition of accessing the service that users agree to us sharing de-identified, aggregate information about their projects for government and knowledge sharing purposes.

To understand how the information is used, how confidential information is managed and what knowledge sharing processes are in place, visit the Energy Innovation Toolkit [website](#).

To claim confidentiality over any specific elements of the enquiry, tick the box next to the words 'If you have any confidential information to identify here, please tick this box and input below'. Ticking this box will reveal a new field wherein users can specify which parts of the response are confidential. Please include reasoning to support confidentiality claims.

Please provide a summary in a few sentences of your innovative product, service, approach or business model. Please provide enough context of your project to assist AER in providing you with a response.

☒ If you have any confidential information to identify here, please tick this box and input below

Please note that claiming confidentiality over certain information in the above manner does not override the information sharing agreements set out at the start of the Portal. By consenting to those agreements and completing this application, users agree to the Energy Innovation Toolkit sharing details (including confidential information) about enquiries with the other energy market bodies who



Energy Innovation Toolkit

are project partners (the Australian Energy Market Commission, the Australian Energy Market Operator and the Essential Services Commission) to enable them to provide responses to the enquiry, and to the Energy Innovation Toolkit sharing de-identified aggregate information about the enquiry more broadly for reporting and knowledge sharing.

Project Description

Please provide a summary in a few sentences of your innovative product, service, approach or business model. Please provide enough context of your project to assist AER in providing you with a response.

Project Description

Please provide a summary in a few sentences of your innovative product, service, approach or business model. Please provide enough context of your project to assist AER in providing you with a response.

☐ If you have any confidential information to identify here, please tick this box and input below

The first question requests context to frame the enquiry. This section should include any information about the business or product/service relating to the questions. The Energy Innovation Toolkit needs to understand how the proposal will be run and how it will be experienced by end-users. Further information about the stage the project has reached and the scope of the project (including, where relevant, generation capacity and type, retail and network arrangements, consumer type and numbers, types of prospective partners and existing arrangements, registrations, exemptions).

The more information available, the more targeted the final guidance will be, however all IES enquiries are at different stages of development and users should provide the information they have available – the IES can provide feedback and assist provide guidance to flesh out these ideas.

The following example is provided to guide submissions, not as a minimum requirement. The hypothetical scenario sets out the nature of the business and products (both present and future), what approvals have already been sought and what action has already been taken, the intended customer base and how it will address their needs and the context in which it will be operating:

Example project description:

I work for Example Company, a new start-up solar company operating in Victoria. We have recently secured funding to purchase land and develop a new form of solar farm outside of Small Town and have already begun development of this 2MW facility (having obtained the relevant development approvals from our local council). Our business model is designed to address a need in Small Town for cheap and clean electricity. We will be selling electricity at up to 30c/MWh cheaper than the market rate by utilising our efficient, newly patented Super Solar technology to generate electricity with 15% less energy loss This is done by [information relating to the technology].

A group of residents in Small Town have joined together to purchase a community battery and are looking to charge this battery at times where costs are low to offset their usage during peak times on the network. We are looking to sell directly from the solar farm to this battery so that the residents can benefit from our cheap, clean and local electricity, without having to subsidise expensive network costs in our isolated town. We are proposing to enter into a Power Purchase Agreement with these residents, and also to offer electricity supply to other residents of Small Town. We are also considering expanding our business in the future (depending on how the roll-out goes) to supplying smaller batteries to individual households to maximise the benefits of cheap off-peak solar generated at our farm. We will be offering “rent to buy” and “buy outright” options for these batteries.



Regulatory Guidance Being Sought

Please describe what guidance you are seeking from the Innovation Enquiry Service. By setting out what particular questions you have, we can respond to your enquiry faster. If you are unsure about some of your questions, just note this and explain what you want to know broadly.

Regulatory Guidance Being Sought

Please describe what guidance you are seeking from the Innovation Enquiry Service. By setting out what particular questions you have we can respond to your enquiry faster. If you are unsure about some of your questions, just note this and explain what you want to know broadly. *

This question is the opportunity for users to step out what they are seeking from the IES. The Energy Innovation Toolkit website has a number of resources available that may assist in developing this part of the application, including the [Regulation Navigator](#) and [Use Cases](#).

Some users may have specific enquiries, such as:

We are seeking guidance on whether we are obliged to obtain a retailer authorisation from the Australian Energy Regulator, and whether we are eligible for any exemptions from such a requirement. We are also seeking guidance as to whether any further licences or authorisations would be required if we were to branch out into selling/leasing batteries. We have already successfully obtained our development approvals and have a good understanding of our safety obligations but want to check we haven't missed anything.

Some users may be less certain, or have a broader scope for the enquiry:

We are unsure of what next steps are. We understand we might need to apply for licences to be able to sell to customers but need help to understand what these are and how to go about that.

It is important to be clear, open and provide as much information as possible. In many cases, the IES will contact users to gather more information, but streamlining this process can result in faster and more targeted responses.

! Remember to save work every 15 minutes, or draft extensive content elsewhere.

Regulatory Framework

Are there particular parts of the regulatory framework you are seeking guidance on? If you have specific regulatory questions or there are broader areas of regulation that you need help with, list them here. If you already know of any issues, we can do more to ensure these are responded to specifically.

Are there particular parts of the regulatory framework you are seeking guidance on? If you have specific regulatory questions or there are broader areas of regulation that you need help with, list them here. If you already know of any issues we can do more to ensure these are responded to specifically.

☐ If you have any confidential information to identify here, please tick this box and input below



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This question may not be relevant to all users and the field is not mandatory. This is an opportunity for more technical questions and may be the point at which users refer to specific rules, technical requirements or broader regulation issues.

Consumer Benefits

How will your innovation help customers?

Consumer Benefits

How will your innovation help consumers? *

☐ If you have any confidential information to identify here, please tick this box and input below

Energy is an essential service. Australians depend upon energy for their health and wellbeing. It is important that consumers are protected in their energy dealings. All energy innovations should consider how their business model or proposal will impact consumers.

If the IES receives high demand and prioritisation criteria are implemented, enquiries providing evidence of strong consumer benefits may be prioritised over other enquiries.

Consumer benefits can include, but are not limited to, improved energy accessibility, improved service delivery, increased reliability, increased market competition, and response to customer demands. Users should provide reasoning and, where relevant, evidence supporting claims of consumer benefits.

Once the fields are complete, click [Next Page](#).



2.5. Supporting Files

The next screen provides users the opportunity upload documentation, presentations and other supporting files. Please ensure the file type is supported before uploading

Supporting files could include:

- A diagram of a proposed generation plant highlighting how energy will be developed and transported to either the network or to specific premises.
- A copy of advice previously received about the project from which your questions are derived.
- A short (fewer than 5 pages) business proposal setting out specific plans and consumer models.

Marketing materials, documents that duplicate information provided in the application and long documents not directly related to the regulatory question are *not* appropriate supporting files.

To upload a file, select the appropriate file type from the dropdown (*Optional supporting material file* or *Email message*) the **Add File** button.

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A pop-up will appear at the top of the screen to upload supporting files. Accepted file types will change depending on the file type selected from the dropdown in the step above. Clicking the **Choose file** will launch the user's file explorer.



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Select the appropriate file and click okay will show the file name to the right of the **Choose file** button. Click **Upload File** to proceed. Users may upload multiple files by repeating this process.

Uploaded files will appear in a list under the Uploaded files title. Here, users can choose to **Delete** incorrect or irrelevant files.

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Energy Innovation Toolkit - IES Enquiry - SBX-00000

Scope and Agreements ✓

Organisations ✓

Project Information ✓

Enquiry Specifics ✓

Supporting Files

Summary

Supporting Files

Please use this page to upload additional information which will assist us in answering your enquiry. The AER is unable to review large quantities of information. Please ensure that you only upload documents where absolutely necessary and where this information cannot be entered into other response items in this Portal. Please ensure any confidential information is identified appropriately within the attachment before uploading.

[Click here to view the confidential information statement](#)

Optional supporting material file

Add File

Uploaded files

Document Type	File Name	File Size		
Optional supporting material file	Supporting Files.pdf	3.75 KB	Delete	Download

Previous Page

Next Page

To proceed, click **Next Page**.



2.6. Summary

The final page shows users an overview of their enquiry. Users can review the submission by click on the grey tabs along the top of the screen. Any incomplete or incorrect sections can be updated by clicking **Previous** to navigate to previous screens.

Home > Energy Innovation Too... > Energy Innovation Toolkit - IES Enquiry

Energy Innovation Toolkit - IES Enquiry - SBX-00000

Scope and Agreements ✓

Organisations ✓

Project Information ✓

Enquiry Specifics ✓

Supporting Files ✓

Summary

Summary

Organisations

Project Information

Enquiry Specifics

Supporting Files

Details

ID	Type *	Status *
SBX-00000	IES Enquiry	Draft
Title		
SBX-00000 - IES Enquiry -		
Submitting User *	Submitting User Job Title *	

Agreements

☒ I have read, understood and agree to the Legal Disclaimer *

Click here to view the legal disclaimer agreement

☒ I have read, understood and agree to the Knowledge Sharing and Confidential Information Disclosure Statement *

Click here to view the Knowledge Sharing and Confidential Information Disclosure Statement

☒ I have read, understood and agree to the Privacy Statement *

Click here to view the Privacy Statement

Previous Page

Save and Exit

Submit Enquiry

Clicking **Save and Exit** saves the record as a draft. The draft can be edited and submitted within 30 days, after which it will be cleared from the system and unrecoverable.

To submit the enquiry, click **Submit Enquiry**. A confirmation screen will confirm submission.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Submission Complete

Energy Innovation Toolkit Application Submitted

Thank you, your submission has been received by the Energy Innovation Toolkit team.

You will receive an automatic email with confirmation of your submission, which will also include useful links to relevant information such as FAQs and the portal services guide. For your convenience, these are also available here:

- [Frequently Asked Questions](#)
- [Services guide](#)

At this stage your submission is pending, and you may review and edit/withdraw your submission until it is assigned to a case manager. After this stage your information is available for viewing only, and cannot be withdrawn. For now, you can make changes to your submission by clicking on the "Return to Energy Innovation Toolkit" button below, and clicking "Edit" or "Withdraw" on the drop-down arrow menu alongside your submitted query.

The automatic email you will receive will contain information on next steps to keep you informed on the process from here. The team will contact you should the require further information to form a response to your query.



Energy Innovation Toolkit

To edit or withdraw an enquiry, navigate to the Energy Innovation Toolkit tab. The tab will list enquiries and applications made by the user. Clicking the arrow (▼) to the right of the submission title will show options available to users, including viewing the application, editing the application or withdrawing it altogether.

SBX-0000055	Trial Waiver Application	SBX-0000055 - Trial Waiver Application - AER Sandbox	Submitted	12/10/2023 2:44 PM	▼
SBX-0000054	IES Enquiry	SBX-0000054 - IES Enquiry - AER Sandbox	Submitted	12/10/2023 2:16 PM	<div>View Edit Withdraw</div>

Selecting **View** will lead to a summary page where users will be able access a PDF download of their application as well as documentation provided by the Energy Innovation Toolkit, like Agreed Statements of Facts or final responses.

Home > Energy Innovation Too... > View Energy Innovation Toolkit Matter

Energy Innovation Toolkit - IES Enquiry - SBX-00000

Summary	Organisations	Project Information	Enquiry Specifics	Supporting Files
---------	---------------	---------------------	-------------------	------------------

Details

ID	Type *	Status *
SBX-0000054	IES Enquiry	Submitted
Title		
SBX-0000054 - IES Enquiry - AER Sandbox		
Submitting User *	Submitting User Job Title *	
AER Sandbox	Sandbox	
Initial Submission Date	Latest Submission Date	
12/10/2023 2:16 PM	12/10/2023 2:16 PM	

IES Enquiry Response Documents

Submission Detail PDF	Download
SBX-0000054_IESEnquiry_Submission.pdf	
Agreed Statement of Facts	Download
test final response.doc	
Final Response Document	Download
test asf.docx	

Agreements

☒ I have read, understood and agree to the Legal Disclaimer *

[Click here to view the legal disclaimer agreement](#)

☒ I have read, understood and agree to the Knowledge Sharing and Confidential Information Disclosure Statement *

[Click here to view the Knowledge Sharing and Confidential Information Disclosure Statement](#)

☒ I have read, understood and agree to the Privacy Statement *

[Click here to view the Privacy Statement](#)



3. Trial Waivers

Trial waivers requesting relief from aspects of the national energy regulatory framework will be assessed by the AER, while applications for trial waivers from the Victorian energy regulatory framework will be assessed by the ESC. In some cases, waivers may be required from both the AER and ESC to enable a trial project.

Application requirements may be found in the [AER Trial Projects Guidelines](#) for AER trial waivers and the [ESC Trial Project Guidelines](#) for ESC trial waivers. Applicants are required to read and understand these guidelines before submitting a trial waiver application. These guidelines include details about the trial requirements but also conditions that may be attached to a trial waiver, consultation undertaken prior to finalising an application, reporting requirements, early termination clauses and waiver extension eligibility.

A full list of the innovation trial principles and eligibility requirements, including assessment factors, can be found on the [Energy Innovation Toolkit website](#).

*Applicants will benefit from contacting the Energy Innovation Toolkit team **before** submitting a trial waiver application. The team is available to discuss the trial and provide guidance on the information required for the application.*

Trial waiver applications are extensive and may not be able to be completed in a single session. Users should consider responses to the eligibility criteria and innovative trial principles and review the questions included in the application when preparing for submission.

To begin a trial waiver application, select the **Energy Innovation Toolkit Submission** tab at the top of the screen. This button will lead to a page explaining the types of submissions the portal will accept. This will also be where users can access their submissions at any time. To begin an application, click **Apply Here**.



Energy Innovation Toolkit

The following page requires the user to select an application type from a drop-down menu. Select Trial Waiver Application. In the second field, give the enquiry a title. A brief description of the project or the topic of the enquiry is best. Click the **Next Page** button to continue.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Create a new application/enquiry

Energy Innovation Toolkit - Application Type Selection

IES Enquiry Scope

The **Innovation Enquiry Service (IES)** provides innovators with guidance from the Australian Energy Regulator (AER) and other market bodies on how their new technologies or business models can be delivered under the current regulatory framework.

For more information on what the IES **can and cannot provide**, please see our [Innovation Enquiry Service FAQ](#).

Waiver Application Scope

Trial waivers allow the AER and Essential Services Commission to grant a time limited trial waiver for eligible trial projects, exempting an innovator from having to comply with specified rules for a period of time to allow a trial to proceed.

Innovators are required to provide the details of their project and how it meets the necessary criteria.

Trial waivers are subject to a number of conditions, including consumer protection measures, reporting requirements and other obligations that may be specific to the trial.

For more information on trial waivers, including what innovators may need to provide in a trial waiver application, please visit the [Trial page](#) or [Trial FAQs](#)

Trial Rule Change Application Scope

A **trial rule change** allows the Australian Energy Market Commission (AEMC) to temporarily change existing rules or introduce a new rule to allow a trial to proceed. This could be used to temporarily amend existing rules or to temporarily introduce a new rule of limited application.

Trial rule proponents are encouraged to engage with the AEMC before submitting a trial rule change request. Proponents are required to submit a trial rule change proposal and any supporting documents via the web portal. Guidance on the information to include in the trial rule change application can be found on the AEMC website.

A permanent change to the rules requires a standard rule change request under existing AEMC processes.

Please select the type of submission *

Trial Waiver Application

Please provide a title for your submission

Saving your application

You will be able to save a partially completed application, however, the application must be completed within 30 days of commencing the application, otherwise the application will be deleted from the system.

Confirmation email

When you have successfully submitted an application, you will receive an automatic confirmation email.

Copy of the completed form

You can download a PDF copy of the application form once you have submitted the form. You may also choose to obtain a PDF copy of the completed form via the confirmation email.

Next Page

*Applications are saved as a draft after users progress to a new page. Drafts are stored in the portal system. Please note that drafts are deleted after **30 days** of inactivity.*



3.1. Waiver Scope and Disclaimer

The following three pages include a series of agreements and information that must be read and understood by the applicant. Users must confirm acceptance of the terms of each page to continue with the waiver application by ticking the box at the bottom of each page and clicking **Next Page**.

The first page discusses the scope of trial waivers and disclaimers:

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Scope and Legal Disclaimer	Waiver Scope and Disclaimer
Consent to Information Sharing	The National Energy Rules require the following to be regarded when considering whether a project may be eligible for a trial waiver: <ul style="list-style-type: none"> a. whether the carrying out and monitoring of the trial project is likely to contribute to the development of regulatory and industry experience b. whether the trial project may have an adverse effect on the safety, reliability or security of supply of energy and the measures that the applicant will take to avoid or mitigate such risks; c. whether the trial project may have an adverse effect on AEMO's operation and/or administration of the power system, the market, the declared distribution systems and declared transmission system for gas or markets for natural gas and the measures that the applicant will take to avoid or mitigate such adverse effects; and d. whether the extent and nature of the trial project confidential information claimed by the applicant may impair: <ul style="list-style-type: none"> e. the AER's ability to provide appropriate public transparency in relation to the conduct and outcomes of trial projects; or f. the appropriate development of regulatory and industry experience arising from the trial project; and g. any other matter required by the NEL.
Privacy Statement	In considering whether to grant a trial waiver, the AER may have regard to any other matter it considers relevant, including (but not limited to) any relevant consideration that may be specified in these Trial Projects Guidelines
Organisation Details	More information can be found in the Regulatory Sandboxing Trial Projects Guideline , that specifies AER's approach to assessing applications according to the eligibility requirements
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Disclaimer

The terms below which are used in the disclaimer, have the following meanings in the disclaimer:

For applications to the AER for a Trial Waiver

- Trial Waiver: has the same meaning as in section 18ZL(1) of the National Electricity Law, section 30W(1) of the National Gas Law

The second page requires users to consent to information sharing provisions. The sharing of knowledge, learnings and outcomes is vital to the work of the Energy Innovation Toolkit. Users are required to understand applicant obligations, confidentiality and consultation processes.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Waiver Application

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Scope and Legal Disclaimer	Consent to Information Sharing
Consent to Information Sharing	The terms below which are used in the Consent to Information Sharing, have the following meanings in the Consent to Information Sharing:
Privacy Statement	For applications to the AER for a Trial Waiver <ul style="list-style-type: none"> • Trial Waiver: has the same meaning as in section 18ZL(1) of the National Electricity Law, section 30W(1) of the National Gas Law and section 121C(1) of the National Energy Retail Law. • Trial Project Confidential Information: means information regarding a trial project and submitted to the AER in, or in connection with, an application for a trial project that is identified by the applicant as being confidential. • AER: means the Australian Energy Regulator.
Organisation Details	For applications to the ESC for a Trial Waiver <ul style="list-style-type: none"> • Trial Waiver: has the same meaning as in section 54(1) of the Electricity Industry Act 2000 (Vic) and section 55(1) of the Gas Industry Act 2001 (Vic). • Trial Project Confidential Information: means Trial Waiver Information submitted to the ESC that is confidential or commercially sensitive. • Trial Waiver Information: has the same meaning as in section 51 of the Electricity Industry Act 2000 (Vic) and section 52 of the Gas Industry Act 2001 (Vic). • ESC: means the Essential Services Commission established under the Essential Services Commission Act 2001 (Vic).
General Information	Applications to the AER for a Trial Waiver <ol style="list-style-type: none"> 1. Any information (including Trial Project Confidential Information) provided by you is at your own risk. 2. Any information provided by you to the AER in, or in connection with, an application for a Trial Waiver, other than Trial Project Confidential Information, may be published by the AER, including as part of a consultation process. 3. Information provided by you to the AER in, or in connection with, an application for a Trial Waiver that is not identified as Trial Project Confidential Information is not information given to the AER in confidence for the purposes of Part 3 Division 6 of the National Electricity Law, Chapter 10, Part 2, Division 1 of the National Gas Law, and Part 8 Division 3 of the National Energy Retail Law. 4. If you provide the AER with Trial Project Confidential Information, the AER will endeavour to keep that information confidential,
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The final agreement is the privacy statement, which outlines how the Energy Innovation Toolkit may use personal information.

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Scope and Legal Disclaimer ✓	<h3>Privacy Statement</h3> <p>Applications to the AER</p> <ol style="list-style-type: none">1. The AER will collect your personal information (as defined in the Privacy Act 1988 (Privacy Act)) that you submit using the Regulatory Sandboxing Portal.2. Your personal information is protected by law, including the Privacy Act. Any use and disclosure of your personal information will occur in accordance with the Privacy Act.3. The AER may disclose your personal information to its service providers, including but not limited to its ICT service providers, auditors and external legal services providers, to allow them to provide services to the AER.4. The AER may disclose your personal information to the ESC where, in the AER's opinion:<ol style="list-style-type: none">a. it relates to an application for a trial waiver that is best directed to, and considered by, the ESC; orb. it is relevant to an application for a trial waiver that is under consideration by the ESC or a trial waiver that has been granted by the ESC.5. The AER may also use and disclose your personal information as described in its privacy policy, which is available at https://www.aer.gov.au/publications/corporate-documents/accc-aer-privacy-policy.6. This policy contains information about:<ol style="list-style-type: none">a. how you can access and seek correction of your personal information;b. how you can make a complaint about breaches of the Privacy Act; andc. how the AER will deal with these complaints.7. If you wish to contact the AER about any privacy related matters, you should contact privacy@accc.gov.au. <p>Applications to the Essential Services Commission of Victoria</p> <ol style="list-style-type: none">8. The Essential Services Commission of Victoria (ESC) will collect your personal information (as defined in the Privacy and Data Protection Act 2014 (Privacy & Data Protection Act)) that you submit using the Regulatory Sandboxing Portal.9. Any personal information that you submit using the Regulatory Sandboxing Portal will be collected by the ESC for the purpose of carrying out its statutory functions and associated activities under the Essential Services Commission Act 2001, in particular its functions:<ol style="list-style-type: none">a. to monitor and report on compliance by persons granted trial waivers with conditions of trial waivers under section 10AA(1)(a) (ii) of the Essential Services Commission Act 2001; and
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Once all agreements have been accepted, click **Next Page** to continue.



3.2. Organisations

On this page, users can input details of the organisation making the trial waiver application. The organisation listed on this page *must* be the organisation requiring the waiver. Users submitting an application on behalf of another organisation will provide details of their own organisation later (in the Partners section).

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Organisation details

Please click here if you want to open the ABN Lookup tool

Details

Please provide the ABN of the organisation seeking the waiver *

Please provide the ACN of the organisation seeking the waiver (if it has one)

Organisation name *

Provide information about the type of organisation applying for a trial waiver (i.e. whether the applicant is a private limited company, trust, or joint venture etc.) *

To add an organisation, enter its ABN. The Organisation Name will automatically fill when users enter the ABN. The form requires some further information, including contact details and information about the type and makeup of the organisation.

Contact Details

Organisation website

Name of contact *

Contact person's role *

Contact telephone number *

Contact email address *

[Previous Page](#)
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Fields marked with an asterisk (*) are required to proceed. Once all fields are complete, click **Next Page** to continue.



3.3. General Information

The General Information page requests further details about the applicant – the organisation listed on the previous page. Users will be required to provide detail about licences, registrations and exemptions held by the applicant or the applicant's parent company, as well as any previous suspensions or cancellations of these credentials. New fields may appear depending on responses. To progress, users should ensure all required fields are addressed before clicking **Next Page**.

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Previous Engagement

Has the applicant previously engaged with the Energy Innovation Toolkit on this matter? *

No

Has the applicant previously engaged with the AER or ESC regarding a trial waiver? *

No

Applicant Licence and Exemptions

Does the applicant hold any licences or exemptions to hold a licence to operate in the electricity and/or gas industry? *

Yes

If yes, is it a licence, an exemption or both licence(s) and exemption(s)? *

Both

Please select the licence(s) held *

Select or search options

Please select the exemption(s) held *

Select or search options

AEMO Registration

Is the applicant registered with the Australian Energy Market Operator as a market participant? *

Yes

If so, which categories? *

Select or search options



3.4. Partners

This screen allows users to detail any other entities involved in the project by selecting **Yes** in the dropdown box. It should be noted that these organisations will *not* be covered by the waiver. Should a project require waivers for multiple entities, additional waiver applications must be made.

If no other organisations are involved in the project, select **No** from the dropdown box and click **Next Page**.

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Partner Organisations

Please note, if your partner organisations are subcontractors or other agents, only the 'coordinating entity' needs to submit the application. As part of the application, the AER or ESC may require copies of the relevant agreements between the organisations.

Where waivers are required for multiple entities, each partner must submit a waiver. As part of the application process, the AER or ESC may need evidence that the joint application has authority to bind the coordinating entity as well as the partners for which the joint waivers will be provided.

Victoria requires a diagram of the corporate and organisational structure, which must identify the partner organisation/s in the diagram. You can upload the diagram with your application.

[Please click here if you want to open the ABN Lookup tool](#)

Are you submitting a trial waiver application on behalf of a third-party, or is the applicant proposing its innovation to be delivered in partnership with other organisation(s)? *

No

Previous Page Next Page

After selecting **Yes** from the dropdown box, a pop-up box will appear, allowing users to link an organisation to the enquiry. Users should note that organisations must possess a registered ABN to be linked to the enquiry in this way. Should users wish to reference an organisation that does not possess an ABN (including overseas organisations), please include this information in the project information section later in the process. The pop-up includes a link to the Australian Business Register ABN lookup tool.

The Organisation Name will automatically fill when users enter the ABN. There is also a field for users to describe the involvement of the organisation and provide contact details. When complete, click **Create Organisation**. Users may add multiple organisations.



Energy Innovation Toolkit

Add Partner Organisation [X]

[Click here to open the ABN Lookup tool](#)

Organisation

Please enter the ABN for the organisation *

Organisation Name *

What role is the partner organisation performing in the delivery of the applicant's innovation? *

Contact

Contact Name *

Contact Role *

Organisation Name ↑	ABN
There are no records to display.	

Previous Page Next Page

Add Organisation

When all involved organisations have been linked to the matter, click **Next Page**.



3.5. Project Description

The Project Description page is divided into multiple sections. These sections will require information about the trial project and what part(s) of the regulatory framework the applicant is requesting relief from.

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Overview

Please provide a description of the applicant's project, including if the innovation is a product, service, new business model or other

☐ Please tick this box if any information the applicant has provided above is confidential

What are the aims, objectives and success criteria for the applicant's project? *

☐ Please tick this box if any information the applicant has provided above is confidential

The following pages require extensive information from applicants. Users should remain aware of the 15-minute timeout function of the portal. Any information not saved after 15 minutes will be unrecoverable.

Confidentiality

The AER and ESC must consider the extent and nature of the confidential information and if it will impair the ability to provide public transparency throughout the consultation process or when sharing the conduct and outcomes of the trial project or impair the development of regulatory and industry experience arising from the trial project. If the applicant claims significant parts of an application as confidential, *this may impact on its eligibility for a trial waiver*.

To claim confidentiality over any specific elements of the application, click the tick box next to 'Please tick this box if any information the applicant has provided above is confidential'. This will create an additional field to identify confidential information.

Please identify the particular provision(s) the applicant is seeking a waiver from *

☒ Please tick this box if any information the applicant has provided above is confidential
Please place the applicant's confidential information below *



Overview

The project description should provide enough detail for accurate assessment by the AER and/or the ESC, even if the applicant has engaged with the Energy Innovation Toolkit prior to lodgement. Content in this form (excluding confidential information) may be used during public consultation and details should be extensive enough to stand alone.

Waiver Frameworks

Applications for trial waivers from the national energy regulatory framework will be assessed by the AER. Applications for trial waivers from the Victorian energy regulatory framework will be assessed by the ESC. For projects requiring waivers from both the national energy regulatory framework and the Victorian energy regulatory framework, select both on the application form.

! Remember to save every 15 minutes, or draft extensive content elsewhere.

Purpose and Assets: why the trial waiver is required to conduct the trial project and if the trial project includes the installation of new infrastructure or assets.

Markets and Locations: the size and type of customer or participant that will be involved in the trial project, and where the customers or participants will be located.

Project Progress: the proposed length of the trial project, the stages of the project already completed, and whether the applicant has previously engaged with other market bodies or agencies.

Project Funding: whether the applicant has received funding or financing from a third party, and the sources of this funding.

Project Stage: when the trial project is intended to launch and any other information on the applicant's business development stage.

This section also requests the applicant describe how the trial project will be monitored, reported on and evaluated, and how learnings will be shared, as per the knowledge sharing requirements agreed to in an earlier stage.

Once all fields are complete, click [Next Page](#).



3.6. Eligibility Criteria

On this page, users will be asked to respond to questions about how the proposed trial project addresses the trial waiver **eligibility criteria**. The [AER Trial Projects Guidelines](#) discusses trial waiver eligibility requirements and the factors the AER will consider in its assessment. The [ESC Trial Project Guidelines](#) details ESC trial waiver requirements and the factors the ESC will consider in its assessment.

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Eligibility criteria

As part of the application, please describe how the trial project will address the following requirements.

If you have any supporting documents for this section, you will have the ability to upload these at the end of the application. Please ensure these documents are clearly labelled.

Consumer impacts

Please provide a description and identification of the benefits to consumers from the trial project, and how these benefits will be measured *

☐ Please tick this box if any information the applicant has provided above is confidential

Please provide a description of how the needs and requirements of any customers experiencing vulnerability will be supported

Note: Where the trial project may affect customers experiencing vulnerability, applicants are expected to consult with relevant organisations that represent customers prior to submitting the application and explain the outcomes of that consultation in the application.

☐ Please tick this box if any information the applicant has provided above is confidential

Responses to eligibility criteria will be assessed holistically alongside the rest of the application, however it should be noted that the topics in this section focus on consumer safety, risk management, and the project's exit strategy. Applicants should carefully consider these aspects of the project while developing the application.

Applicants are free to claim confidentiality over any part of the eligibility criteria. The extent and nature of the confidential information may impair the AER and/or ESC's ability to provide public transparency in relation to the conduct and outcomes of the trial project or impair the appropriate development of regulatory and industry experience arising from the trial project. Applicants are asked to consider this when developing trial waiver applications.

! Remember to save every 15 minutes, or draft extensive content elsewhere.

Unsaved information is lost after 15 minutes and is not recoverable.

Consumer Impacts: the benefits, protections and support for consumers experiencing vulnerability the trial project will provide.



Risk Management: the risks to other market participants, the mitigation measures put in place, how the trial project proponent will monitor and respond to risks, and whether the trial project presents any risks to the safety, reliability and security of energy, electricity or gas supply.

Operational Capacity: the applicant's operational, technical and financial ability to carry out the proposed trial project.

Exit Strategy: a description of the applicant's proposed exit strategy.

Consumer Protection: a description of how the applicant will obtain explicit informed consent (or why this is not required), the applicants dispute resolution process, and the process for customers/trial participants to opt out.

Disconnections²: the applicant's proposed processes in relation to disconnection if the proposed trial directly involves supply or sale of gas or electricity to small customer.

Development of regulatory experience: how the trial project is expected to contribute to the development of regulatory and industry experience.

Consultation with other regulators: any consultation with other regulators the applicant has undertaken.

Confidential Information: any comments applicants may have on claimed confidentiality relevant to the AER's and/or ESC's assessment.

Once responses have been finalised, click [Next Page](#) to continue.

² This is only a requirement for applications which previously selected a waiver from the Victorian framework (or both).



3.7. Innovative Trial Principles

In assessing trial waiver applications, the AER and ESC will consider responses to the **innovative trial principles** outlined in the respective national and Victorian legislation.

The national innovative trial principles are set out in the National Electricity Law, National Energy Retail Law, and the National Gas Law, with additional principles prescribed in the National Electricity Regulations, National Energy Retail Regulations and the National Gas Regulations.

The Victorian innovative trial principles differ slightly from innovative trial principles specified in the national framework and are set out in the *Electricity Industry Act 2000* and *Gas Industry Act 2001* and relevant Orders in Council made under those Acts.

The relevant innovative trial principles will display depending on whether 'National Energy Framework' or 'Victorian Energy Framework' was selected in the Project Description page.

Further information on the AER's approach to assessing the innovative trial principles can be found in the [Trial Projects Guideline – Explanatory statement](#). A full list of the innovative trial principles can be found on the [Energy Innovation Toolkit website](#).

! Remember to save every 15 minutes, or draft extensive content elsewhere.

Unsaved information is lost after 15 minutes and is not recoverable.

While applicants must respond to each innovative trial principle, the trial project does not necessarily need to address each innovative trial principle to be considered innovative. If the innovative trial principle does not apply to the trial project, applicants will need to outline the reasons why it is not applicable.

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Innovative Trial Principles

As part of your application, please explain how your project will address the following innovative trial principles. While your project does not need to satisfy all the principles, the AER do take them into account in determining whether a trial project is "genuinely innovative" in connection with granting a trial waiver.

Please note that you need to respond to each question explaining whether your trial project does or does not apply to the corresponding principle.

Innovative Trial Principles

Please explain whether the trial project is focused on developing new or materially improved approaches to the use or supply of, or demand for, energy *

☐ Please tick this box if any information the applicant has provided above is confidential

Please explain whether the trial project is likely to contribute to the achievement of the national electricity objectives, national gas objectives or the national retail objectives *

Further information on the ESC's approach to assessing the innovative trial principles can be found in its [Regulatory sandboxing - Trial Project Guideline](#).



Energy Innovation Toolkit

To claim confidentiality on any section of the innovative trial principles, tick the box next to 'Please tick this box if any information the applicant has provided above is confidential'. An additional field will appear for the applicant to elaborate on what information is confidential and why.

Victorian Specific Requirements

As part of the application, you will need to describe how the project will address each of the following innovative trial principles. If an innovative trial principle does not apply to the project, you will need to outline the reasons why it is not applicable. The commission takes each innovative trial principle into account in determining whether a trial project is genuinely innovative.

The commission must also consider whether the trial project is likely to contribute to the achievement of the commission's statutory objectives when it exercises its powers and performs its functions, including when considering applications for trial waivers. This is pursuant to the Electricity Industry Act 2000 (Vic), the Gas Industry Act 2001 (Vic) and the Essential Services Commission Act 2001 (Vic).

The objectives are outlined in:

- section 8 of the Essential Services Commission Act 2001 (also see section 8A of the Essential Services Commission Act 2001),
- section 10 of the Electricity Industry Act 2000, and/or
- section 18 of the Gas Industry Act 2001.

Explain whether the trial project is focused, or will it continue to focus, on developing new or materially improved approaches to the use or supply of, or demand for, electricity and/or gas *

☐ Please tick this box if any information the applicant has provided above is confidential

Once complete, click [Next Page](#) to continue.



Energy Innovation Toolkit

Applicants upload supporting documentation on this screen. Required supporting documentation varies depending on the type of application:

- Waiver applications to the AER do not require specific documentation from applicants. Applicants should provide any material that will support the application.
- Waiver applications to the ESC or applications that require waivers from both the AER and ESC must be accompanied by a series of supporting documentation. These documents are mandatory.

To upload supporting documentation, select the file type from the dropdown menu and click **Add File**. Fewer file options will appear for applications limited to AER waivers.

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Supporting Files

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Supporting Files

✓ Optional supporting material file

- Email Message
- Diagram of corporate structure (Required)
- Diagram of organisational chart (Required)
- Risk Management Plan (Required)
- AEMO Registration
- Financial Resources (Required)
- Technical Capacity (Required)
- Statutory Declaration (Required)
- Dispute Resolution Scheme (Required)

Previous Page Next Page

Add File

Download

A pop-up will appear. Clicking **Choose File** will take users to their file explorer to select the document. Click **Upload File** to attach it to the application. This will need to be done for each file. Once all files are uploaded, click **Next Page** to finalise the application.

Australian Government

Energy Innovation Toolkit Submission

Home > Energy Innovation Too... > E

Energy Innovation

Scope and Legal Disclaimer ✓

Consent to Information Sharing ✓

Privacy Statement ✓

Organisation

Supporting Files

Optional supporting material file

Add File

Uploaded files

No files have been uploaded

Upload File

Cancel



Energy Innovation Toolkit

A final summary page will offer a record of the full application. Clicking the grey menu options at the top of the page will allow users to review entered data.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Waiver Application

Energy Innovation Toolkit - Waiver Application - SBX-00000

Scope and Legal Disclaimer ✓

Consent to Information Sharing ✓

Privacy Statement ✓

Organisation Details ✓

General Information ✓

Partners ✓

Project Description ✓

Eligibility Criteria ✓

Innovative Trial Principles ✓

Supporting Files ✓

Summary

Summary Organisation General Partners Project Eligibility Trial Principles Files

Details

ID	Type *	Status *
SBX-0000055	Trial Waiver Application	Draft
Title		
SBX-0000055 - Trial Waiver Application - AER Sandbox		
Submitting User *	Submitting User Job Title *	
AER Sandbox	Sandbox	
Trial Waiver Start Date		
Not Supplied or Not Applicable		

Agreements

☒ I confirm that I have read, understood and agree to the Legal Disclaimer *

[Click here to view the legal disclaimer agreement](#)

☒ I confirm that I have read, understood and agree to the Consent to Information Sharing statement *

[Click here to view the Confidential Information Disclosure Statement](#)

☒ I confirm that I have read, understood and agree to the Privacy Statement *

[Click here to view the Privacy Statement](#)

Previous Page

Save and Return to List

Submit Application

Clicking **Save and Return to List** saves the record as a draft. The draft can be edited and submitted within 30 days, after which it will be cleared from the system and unrecoverable. To submit the enquiry, click **Submit Application**. A confirmation screen will confirm submission.

Energy Innovation Toolkit Application Submitted

Thank you, your submission has been received by the Energy Innovation Toolkit team.

You will receive an automatic email with confirmation of your submission, which will also include useful links to relevant information such as FAQs and the portal services guide. For your convenience, these are also available here:

- [Frequently Asked Questions](#)
- [Services guide](#)

At this stage your submission is pending, and you may review and edit/withdraw your submission until it is assigned to a case manager. After this stage your information is available for viewing only, and cannot be withdrawn. For now, you can make changes to your submission by clicking on the "Return to Energy Innovation Toolkit" button below, and clicking "Edit" or "Withdraw" on the drop-down arrow menu alongside your submitted query.

The automatic email you will receive will contain information on next steps to keep you informed on the process from here. The team will contact you should the require further information to form a response to your query.

[Return to the Energy Innovation Toolkit](#)



Energy Innovation Toolkit

To edit or withdraw an enquiry, navigate to the Energy Innovation Toolkit tab. The tab will list enquiries and applications made by the user. Clicking the arrow (v) to the right of the submission title will show options available to users, including viewing the application, editing the application or withdrawing it altogether.

SBX-00000	Trial Waiver Application	SBX-00000 - Trial Waiver Application - AER Sandbox	Submitted	12/10/2023 2:44 PM	<div><div></div><div>View</div><div>Edit</div><div>Withdraw</div></div>
SBX-00000	IES Enquiry	SBX-00000 - IES Enquiry - AER Sandbox	Submitted	12/10/2023 2:16 PM	

Selecting **View** will lead to a summary page where users will be able access a PDF download of their application as well as documentation provided by the Energy Innovation Toolkit, like Agreed Statements of Facts or final responses.



4. Trial Rule Change

The Australian Energy Market Commission (AEMC) has a power to assess trial rule change requests and make trial rules to allow trials to proceed. This could be used to temporarily amend existing rules or to temporarily introduce a new rule of limited application.

Trial rule change requests are received through the Energy Innovation Toolkit and will be provided to the AEMC for assessment. Where a trial requires both a trial rule change and trial waiver, the AEMC will work closely with the AER to craft trial rule change conditions.

Applying for a trial rule change should only occur after consultation with the Energy Innovation Toolkit and the AEMC.

The portal has a 15-minute time-out function. It is **strongly** recommended users develop responses external to the portal environment and transfer the information once complete.

Select the **Energy Innovation Toolkit Submission** tab at the top of the screen. This button will lead to a page explaining the types of submissions the portal will accept. To begin a trial rule change application, click **Apply Here**. On the Application Type Selection page, click the dropdown to select Trial Rule Change Application, include an application title and click **Next Page**.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Create a new application/enquiry

Energy Innovation Toolkit - Application Type Selection

IES Enquiry Scope

The **Innovation Enquiry Service (IES)** provides innovators with guidance from the Australian Energy Regulator (AER) and other market bodies on how their new technologies or business models can be delivered under the current regulatory framework.

For more information on what the IES **can and cannot provide**, please see our **Innovation Enquiry Service FAQ**.

Waiver Application Scope

Trial waivers allow the AER and Essential Services Commission to grant a time limited trial waiver for eligible trial projects, exempting an innovator from having to comply with specified rules for a period of time to allow a trial to proceed.

Innovators are required to provide the details of their project and how it meets the necessary criteria.

Trial waivers are subject to a number of conditions, including consumer protection measures, reporting requirements and other obligations that may be specific to the trial.

For more information on trial waivers, including what innovators may need to provide in a trial waiver application, please visit the [Trial page](#) or [Trial FAQs](#)

Trial Rule Change Application Scope

A **trial rule change** allows the Australian Energy Market Commission (AEMC) to temporarily change existing rules or introduce a new rule to allow a trial to proceed. This could be used to temporarily amend existing rules or to temporarily introduce a new rule of limited application.

Trial rule proponents are encouraged to engage with the AEMC before submitting a trial rule change request. Proponents are required to submit a trial rule change proposal and any supporting documents via the web portal. Guidance on the information to include in the trial rule change application can be found on the AEMC website.

A permanent change to the rules requires a standard rule change request under existing AEMC processes.

Please select the type of submission *

Trial Rule Change Application

Please provide a title for your submission

Saving your application

You will be able to save a partially completed application, however, the application must be completed within 30 days of commencing the application, otherwise the application will be deleted from the system.

Confirmation email

When you have successfully submitted an application, you will receive an automatic confirmation email.

Copy of the completed form

You can download a PDF copy of the application form once you have submitted the form. You may also choose to obtain a PDF copy of the completed form via the confirmation email.

Next Page



Energy Innovation Toolkit

The user will be required to review, understand and accept a legal disclaimer, knowledge sharing and information disclosure statement and a privacy statement. These agreements explain how the Energy Innovation Toolkit and the AEMC may use and disclose confidential and personal information, and the terms on which the AEMC will assess trial rule change applications.

It is a condition of making an application that users accept these terms.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Trial Rule Change Application

Energy Innovation Toolkit - Trial Rule Change Application - SBX-00000

Disclaimer

Organisation

Trial rule change

Supporting files

Summary

Legal disclaimer

Disclaimer

The terms below which are used in the disclaimer, have the following meanings in the disclaimer:

- **Trial Rule:** has the same meaning as in section 87 of the *National Electricity Law*, section 290 of the *National Gas Law* and section 235 of the *National Energy Retail Law*.
- **AEMC:** means the Australian Energy Market Commission.
- **AER:** means the Australian Energy Regulator.

Requests for a Trial Rule

1. To the extent that is lawful, the AER is not responsible or liable for any loss suffered by you or a third party arising from a failure to make a requested Trial Rule, or for any delay in determining a request for a Trial Rule.
2. To the extent that is lawful, the AER is not responsible for any loss suffered by you or a third party arising from any action, or inaction, by the AER in the course of the AEMC determining a request for a Trial Rule. Neither is the AER responsible for any action or inaction of any third party relating to the AEMC's determination of a request for a Trial Rule, including, but not limited to, any delay attributed to a third party in providing necessary information or assistance to the AEMC.

☐ I confirm that I have read, understood and agree to the Legal Disclaimer *

Knowledge Sharing and Information Disclosure Statement

The terms below which are used in the Knowledge Sharing and Information Disclosure Statement, have the following meanings in the Knowledge Sharing and Information Disclosure Statement:

For requests to the AEMC for a Trial Rule

- **Trial Rule:** has the same meaning as in section 87 of the *National Electricity Law*, section 290 of the *National Gas Law* and section 235 of the *National Energy Retail Law*.
- **Trial Rule Confidential Information:** means information provided in, or in connection with, a request for a Trial Rule that is identified by the applicant as being confidential.
- **AEMC:** means the Australian Energy Market Commission.
- **AER:** means the Australian Energy Regulator.

Requests for a Trial Rule

To confirm and accept the agreements, tick the box under each agreement.

Click **Next Page** to proceed.



Energy Innovation Toolkit

This screen asks users to list the organisation that requires the trial rule change for the project to proceed. Users applying on behalf of another organisation will be able to provide their details later as a partner organisation.

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Energy Innovation Toolkit - Trial Rule Change Application - SBX-00000

[Disclaimer ✓](#)
Organisation
[Trial rule change](#)
[Supporting files](#)
[Summary](#)

Organisation details

Please click [here](#) if you want to open the ABN Lookup tool

Organisation

Please provide the ABN of the organisation seeking the trial rule change *

Please provide the ACN of the organisation seeking the trial rule change (if it has one)

Organisation name *

Contact

Organisation website

Name of contact *

Contact person's role *

Contact telephone number *

Contact email address *

[Previous Page](#) [Next Page](#)

To add an organisation, enter its ABN. The Organisation Name will automatically fill when users enter the ABN. The form requires some further contact information. All fields marked with an asterisk (*) are required to proceed.

Once complete, click **Next Page**.



Energy Innovation Toolkit

On this screen, applicants can choose the ruleset/s related to the trial rule change application from the dropdown menu. If the trial rule change relates to more than one ruleset, select multiple by clicking.

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Energy Innovation Toolkit - Trial Rule Change Application - SBX-00000

Disclaimer ✓

Organisation ✓

Trial rule change

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Summary

Trial rule change

Please identify which rules are related to your trial rule change proposal *

Select or search options

Select all

National Electricity Rules

National Electricity Rules (NT)

National Energy Retail Rules

National Gas Rules

4 items

Previous Page

Next Page

If necessary, users can include comments to the AEMC regarding these selections. This may include specific provisions in the rule that the trial rule change is targeting.

! Remember to save every 15 minutes, or draft extensive content elsewhere.

Unsaved information is lost after 15 minutes and is not recoverable.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Trial Rule Change Application

Energy Innovation Toolkit - Trial Rule Change Application - SBX-00000

Disclaimer ✓

Organisation ✓

Trial rule change

Supporting files

Summary

Trial rule change

Please identify which rules are related to your trial rule change proposal *

Select or search options

Add comment to the AEMC

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Once complete, click **Next Page** to continue.



Energy Innovation Toolkit

The next screen provides a place for users to upload documents outlining the trial rule change proposal. Trial rule change applications have minimal fields to input data; the bulk of the application should be included in proposal documents.

The trial rule change proposal is required to submit the trial rule change application. The trial rule change application should contain all the information necessary for the AEMC to assess and consider the proposal. There are mandatory fields which are required under clause 8.17 of the [National Electricity Rules](#). These requirements should be carefully considered while making an application as failure to address any may result in delays to your application.

The AEMC may publish further information on their website relating to trial rule changes. Applicants should ensure they have engaged with the AEMC and understand the information requirements.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Trial Rule Change Application

Energy Innovation Toolkit - Trial Rule Change Application - SBX-00000

Disclaimer ✓

Organisation ✓

Trial rule change ✓

Supporting files

Summary

Supporting files

Trial rule change proposal (Required) ▼ **Add File**

Uploaded files

No files have been uploaded

Previous Page **Next Page**

To upload a document, select the file type and click **Add File**. A pop-up will appear. Clicking **Choose File** will take users to their file explorer to select the document. Click **Upload File** to attach it to the application. This will need to be done for each file.

Additional information can be provided under the 'draft trial rule' or 'optional support material file' file types, as appropriate.

Once all files are uploaded, click **Next Page** to finalise the application.



Energy Innovation Toolkit

A final summary page will offer a record of the full application. Clicking the grey menu options at the top of the page will allow users to review entered data.

Home > Energy Innovation Too... > Energy Innovation Toolkit - Trial Rule Change Application

Energy Innovation Toolkit - Trial Rule Change Application - SBX-00000

Disclaimer ✓

Organisation ✓

Trial rule change ✓

Supporting files ✓

Summary

SummaryOrganisationsTrial Rule ChangeSupporting files

Details

ID

SBX-0000056

Type *

Trial Rule Change Application

Status *

Draft

Title

SBX-0000056 - Trial Rule Change Application - AER Sandbox

Submitting User *

AER Sandbox

Submitting User Job Title *

Sandbox

Agreements

☒ I confirm that I have read, understood and agree to the Legal Disclaimer *

[Click here to view the legal disclaimer agreement](#)

☒ I confirm that I have read, understood and agree to the Knowledge Sharing and Information Disclosure Statement *

[Click here to view the Knowledge Sharing and Information Disclosure Statement](#)

☒ I confirm that I have read, understood and agree to the Privacy Statement *

[Click here to view the Privacy Statement](#)

Previous Page

Save and Exit

Submit Application

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