L1 Fault Reporting & Escalations

Iss1.0

SOC - State Of Charge

What is State of Charge (SOC)?

SOC is a measurement of the energy available in a battery at a specific point in time expressed as a percentage of the maximum capacity of the battery. This is from 0% to 100%.

What does the SOC setting on my batteries do for me?

The SOC setting lets you choose the minimum backup energy that will be available at any point in time. Your selected SOC will be maintained while solar or grid power is available. Backup energy will be available during power outages until the battery reaches a minimum SOC of 10%, whereafter the system will shut down until solar or grid power becomes available to recharge the batteries again to the selected SOC.

How do I know which SOC to choose?

By setting a higher SOC, you ensure that you have a high level of backup power to use during power outages. Setting a lower SOC can help you increase your savings on your electricity bill.

It's important to find a balanced SOC to optimise your savings while still providing sufficient backup power when needed.

How often can I change my SOC?

You are in control of your SOC and there is no limit to the number of times you can change your SOC. It's important to proactively manage your SOC and energy consumption during scheduled power outages to allow sufficient time for the batteries to recharge before the next scheduled power outage.

Why does the dynamic SOC % vary over time?

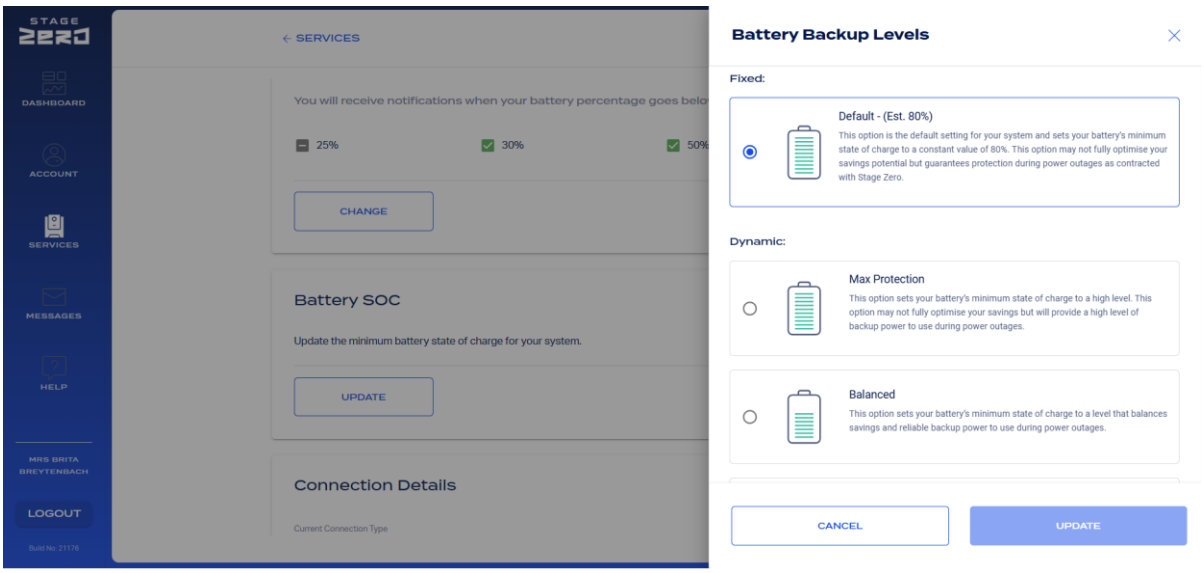
Stage Zero system learns how and when you use power and can predict your future energy requirements. If you have an abnormal event or an "out of the normal" expected load, we advise you to set your system to "Default" to ensure maximum backup protection.

What is the minimum SOC required to ensure guaranteed load shedding protection as contracted with Stage Zero?

Where the selected SOC is lower than 80% (not set to default), contracted protection during power outages is not guaranteed.

How to Activate SOC

- Log on to the customer portal
- Select Services
- Select the product
- Scroll down to the Battery SOC
- Select Update
- The options in the below table will appear



Customer Portal State Of Charge (SOC) selection options

Considerations to be made before selecting an option

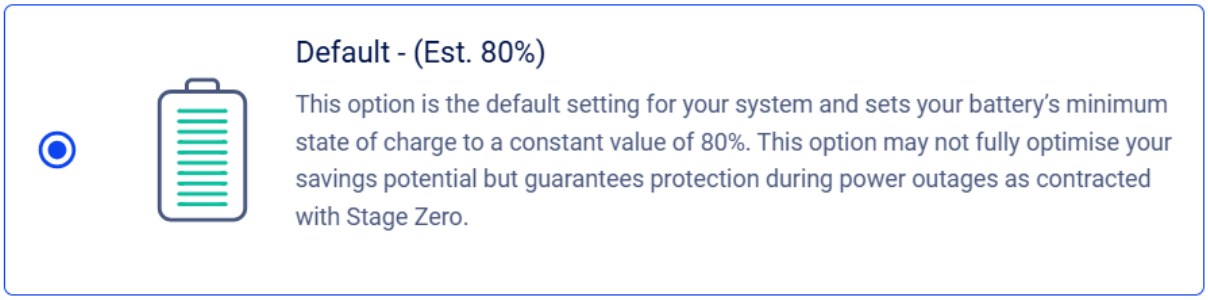
- Does the customers battery charge up to 98% with the excess PV power on a daily basis
  - If Yes, proceed to next step
  - If No > leave/advise to default min SOC setting (PV power is already been fully utilised)

- Does the customer understand what the setting is and the impact?
- Identify with the customer what they want?

Options

- Talk the customer through the options and what the impact is.

Fixed:



Dynamic:

Max Protection

This option sets your battery's minimum state of charge to a high level. This option may not fully optimise your savings but will provide a high level of backup power to use during power outages.

Balanced

This option sets your battery's minimum state of charge to a level that balances savings and reliable backup power to use during power outages.

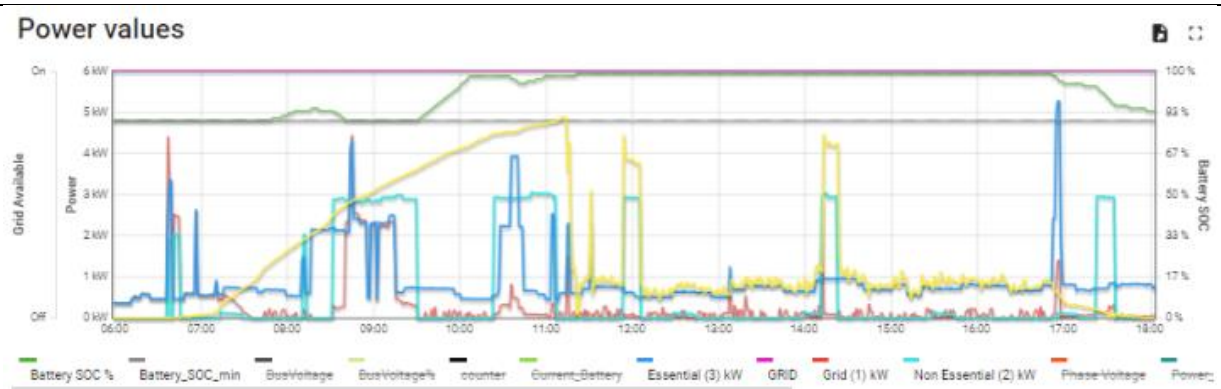
Max Savings

This option lowers the minimum state of charge of your battery, allowing for maximum savings. Be aware that this setting may compromise the battery's ability to maintain power during power outages.

Have any questions? View our FAQs.

We are currently calculating the dynamic settings option values. Please check again at a later stage to make your selection.

Refer to TB system performance if the customer asks what would you recommend.



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