



Cajun Tam <cajun1003@gmail.com>

RE: Case No. 00182326

solarcasemanagement <solarcasemanagement@originenergy.com.au>
To: Cajun <cajun1003@gmail.com>

19 June 2024 at 11:34

Hi Kai Chun,

Thanks for taking my call earlier.

Can you please send me a couple of screenshots showing the difference of usage on the Tesla app and the SA portal.

I will check with Tesla to have the checked to make sure everything is fine with your battery.

Regards,



Padma

Case Manager

Origin

Level 3, [321 Exhibition Street, Melbourne VIC 3000](#)

t 1300 791 468

e solarcasemanagement@originenergy.com.au

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From: Cajun <cajun1003@gmail.com>
Sent: Tuesday, June 18, 2024 3:25 PM
To: solarcasemanagement <solarcasemanagement@originenergy.com.au>
Subject: Re: Case No. 00180307

Hi Andrew,

I hope you are well.

I would also like to ask, would there be an error in the Tesla app. Or there something wrong with my meter?

There's a significant difference between the two usage data.
Any help would be appreciated

Regards,
Kai

On Fri, 22 Mar 2024 at 12:06, solarcasemanagement <solarcasemanagement@originenergy.com.au> wrote:

Hi Kai,

Thank you for contacting Origin Energy regarding your solar system.

All distributors across the Country have set limits on how much power can be exported for each household. These limits are put in place to protect the network from any overload, causing power surges.

The limits vary from distributor to distributor, and it is up to them to adjust the voltage levels if it falls under or goes over the recommended output.

There is nothing you need to do from here on as SA Power Networks will contact you directly when they perform these changes.

I hope this helps. Please contact us if you have any further questions or concerns.

Regards



Andrew

Case Manager

Origin

Level 3, [321 Exhibition Street, Melbourne VIC 3000](#)

e solarcasemanagement@originenergy.com.au

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