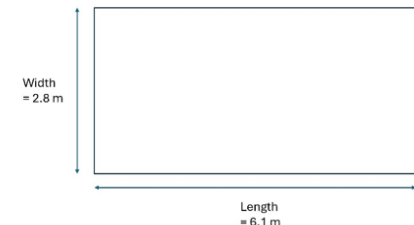
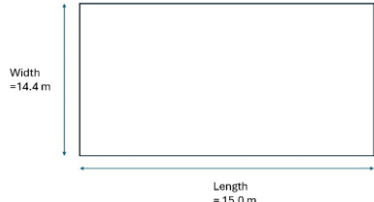



FREQUENTLY ASKED QUESTIONS 1 (FAQ 1) FOR CREAM PROGRAMME

No.	Questions	Answers
1.	Clause 8.1: LCSP must be located within residential properties, specifically on landed houses. Multi-dwelling units such as condominiums or apartments are not eligible under this criterion. How about townhouse? Is it considered as landed?	No. Townhouses are not eligible as they are typically governed under strata titles and often share a common roof or structure, which classifies them as multi-dwelling units.
2.	Can homeowner be part of LEGA?	Yes. A homeowner can be part of LEGA, as stipulated in Clause 8.6 of the Guidelines.
3.	Clause 8.3: LCSP installed capacity shall not be less than 100kWp and not exceeding 2MWp per 11kV feeder, subject to the power system study and have a Direct Connection to the Electricity Supply Network at low voltage. a) How does Interconnection Solar should be; at Low Voltage Feeder Pillar or 11kV substation? b) Is 2MW is accumulative at 11kV feeder or LV Feeder?	a) Solar output shall be directly connected to Electricity Utility Company (EUC) and follow similar connection like Feed-in-Tariff (FIT) to EUC LV grid i.e. solar connection before EUC supply meter. b) LCSP installed capacity can be spread on different PE as long as it complies with the 2MWp cumulative per 11kV feeder.
4.	Further to the guideline released, can we ask if ST can provide a sample single line diagram to understand how the wiring needs to be done up for a CREAM project as we are not sure if it might follow a FIT regime or we will need to aggregate the cables and connect it at 11 kV voltage level?	The LEGA must refer to EUC's technical requirements for wiring and connection.
5.	Can a Homeowner only be from residential properties, while the LEGA can be an industrial or commercial entity? Am I correct?	The LEGA as Local Green Consumer can be industrial or commercial consumer. However as stated in Clause 8.1, the LCSP must be on residential and landed properties.

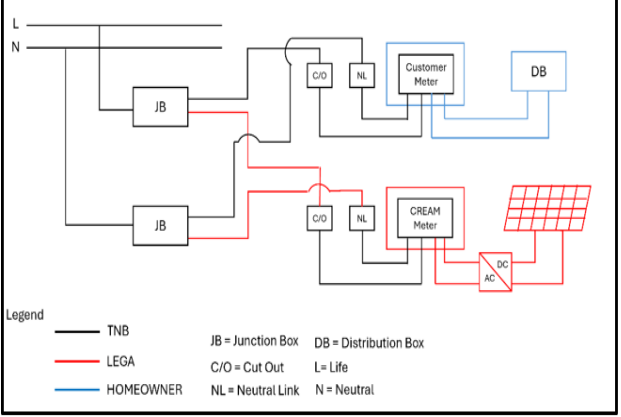
No.	Questions	Answers
6.	<p>For CREAM scheme, is it possible to combine with the existing scheme such as NEM and SELCO for rooftop? For example, 1 house have the area to install up to 10kWp; and it shall be divided by 6kWp to be under NEM/SELCO, and balance 4kWp to be under CREAM scheme.</p> <p>These 2 schemes are using different tapping point and meter which we foresee it shall have no issue in terms of metering/usage once the solar is energised.</p>	<p>Combining CREAM with existing schemes such as NEM or SELCO is allowed, provided that the PV systems for both schemes are separately connected and their solar outputs are directly connected to the EUC low-voltage grid, similar to the FIT connection approach. Each system must have its own metering and comply with its respective program requirements.</p>
7.	<p>Could we clarify on the agency/entity responsible for conducting the PSS are LEGA, TNB, or approved consultants?</p>	<p>The Power System Study (PSS) will be conducted directly by the EUC. LEGA is required to engage with the EUC for initiating the study. Please refer to Appendix 2 of the Guideline on the application process flow.</p>
8.	<p>Is there any specific technical standards and guidelines must be followed for conducting a PSS?</p>	<p>The PSS will be conducted directly by the EUC. LEGA is required to engage with the EUC for initiating the study. Please refer to Appendix 2 of the Guideline on the application process flow.</p>
9.	<p>Is there a list of accredited or approved consultants provided by ST/TNB to conduct a PSS?</p>	<p>The PSS will be conducted directly by the EUC. LEGA is required to engage with the EUC for initiating the study. Please refer to Appendix 2 of the Guideline on the application process flow.</p>
10.	<p>How long is the duration to conduct PSS starting from first submission to final approval?</p>	<p>LEGA is advised to consult the EUC to obtain the expected timeline and requirements for their specific submission.</p>
11.	<p>Is there any designated area for PSS or LEGA can determine the location?</p>	<p>There are no designated areas for PSS. LEGA may propose a location, but its feasibility will depend on the power system study conducted and approved by the EUC.</p>

No.	Questions	Answers
12.	To participate in CREAM, PSS need to be conducted on 11kV substation area within Klang Valley?	No, the CREAM program is applicable throughout Peninsular Malaysia, not limited to Klang Valley.
13.	To participate in CREAM, we need to register as NEDA participant which also require conducting the PSS, thus do we need to redo the PSS for CREAM after we register as NEDA participant?	According to the process, participants are required to register as a NEDA participant first before conducting the PSS. However, if a PSS has already been conducted previously, it is recommended to validate with the EUC to confirm whether the existing study is still valid.
14.	Which entity shall evaluate and approve the power study approval (TNB or ST)?	The EUC is responsible for evaluating and approving the PSS.
15.	What is the cost estimation to conduct a PSS?	Please consult the EUC for cost details.
16.	How does the 5km radius is measured (straight-line or by actual travel distance)?	Measured in a straight-line radius between EUC substations connecting LCSP and LGC.
17.	Are there any exceptions or flexibility allowed if Local Green Consumers (LGCs) or solar sites fall slightly outside the 5km radius?	No. The 5 km radius is a strict requirement under Clause 8.5.
18.	Are there any detailed guidelines on requirements to include community-scale battery storage?	Battery requirement is under the obligation of EUC as per clause 10.1. However, LEGA shall allocate necessary land to accommodate CESS development as per clause 9.13.
19.	Are there any specific approval procedures, safety standards, and land allocation requirements for storage integration?	The EUC approval procedures will be stated in DRESSA with all the technical requirement included including for safety and land requirement. DRESSA shall be available once obtained approval from EUC management.

No.	Questions	Answers
20.	What is the space requirement for battery storage?	<p>The minimum space requirement to be provided by LEGA to EUC for LCSP integration is outlined in the DRESSA and illustrated in the figure below which consists of both sizing for brownfield and greenfield area. The developer shall appeal and propose a solution to EUC if the space requirement cannot be fulfilled.</p> <div data-bbox="858 633 1484 1008"> <p>Land Requirement for Brown Field Area</p> <p>For Brown field area with existing indoor substation</p>  <p>Width = 2.8 m</p> <p>Length = 6.1 m</p> </div> <p>Fig 1.1 – Land Requirement for brownfield area</p> <div data-bbox="858 1093 1484 1417"> <p>Land Requirement Green Area (PE Single Chamber)</p>  <p>Width = 14.4 m</p> <p>Length = 15.0 m</p> </div> <p>Fig 1.2 – Land Requirement for green area (single chamber)</p> <div data-bbox="858 1491 1484 1794"> <p>Land Requirement Green Area (PE Double Chamber)</p>  <p>Width = 18.4 m</p> <p>Length = 15.0 m</p> </div> <p>Fig 1.3 – Land Requirement for green area (double chamber)</p>
21.	To clarify whether homeowner or consumer can concurrently participate in both NEM (Net Energy Metering) and CREAM?	<p>Combining CREAM with existing schemes such as NEM or SELCO is allowed, provided that the PV systems for both schemes are separately connected and their solar</p>

No.	Questions	Answers
		outputs are directly connected to the EUC low-voltage grid, similar to the FIT connection approach. Each system must have its own metering and comply with its respective program requirements.
22.	If allowed, please provide clarity on metering, billing, and REC claims to avoid double counting.	Separate meters, billing and contracts apply. RECs belong to LEGA unless contractually transferred.
23.	Which entity will be responsible for meter installation, management, and accuracy testing, LEGA or TNB?	EUC will install, own and manage all meters (MLEGA and MLGC)
24.	Does TNB or LEGA will bill the homeowner? If TNB, are there any charges involved? If LEGA, do LEGA access the meter?	EUC will issue electricity bills to homeowners in the same manner as it does for regular consumers.
25.	Are there any guideline to handle billing disputes between LEGA, consumers, and TNB.	ST, SB and EUC are not responsible for disputes between LEGA and Homeowners, disputes must be resolved contractually.
26.	Is there any impact on ICPT?	ICPT is applicable for the energy supplied by EUC.
27.	Please help to clarify on the exact process of issuance, trading, transfer, and retirement of RECs under CREAM.	REC are owned by the LEGA by default, unless explicitly transferred through the Bilateral Energy Supply Contract. For matters concerning REC issuance, tracking, or redemption, it is advisable to consult the relevant official authorities or recognized REC registries.
28.	Please help to provide guidance on approved REC registries, platforms, or any local tracking systems recognized by ST.	REC are owned by the LEGA by default, unless explicitly transferred through the Bilateral Energy Supply Contract. For matters concerning REC issuance, tracking, or redemption, it is advisable to consult the

No.	Questions	Answers
		relevant official authorities or recognized REC registries.
29.	What are the circumstances under which energy is considered "free to grid"?	Clause 9.9 states that <i>exported energy by LEGA that is greater than the maximum monthly energy demand by Local Green Consumer due to imbalance between generation and demand, will not be compensated through NEDA mechanism. Such energy will be considered as free energy to the Distribution System.</i>
30.	Are there procedure for selling excess via NEDA, detailed registration and notification requirements?	LEGA must notify Single Buyer 30 days before the Excess Energy Date as per Clause 9.8.
31.	What is the type of licenses required (e.g. generation license, supply license)?	LEGA must obtain a generation license under the Electricity Supply Act 1990.
32.	Is there any guideline for license application?	Please refer to the "Guidelines on Licence Application under the Electricity Supply Act1990" issued by the Commission.
33.	Are there any example or agreements template that can be refer to?	No templates are provided.
34.	Does flexibility allowed in modifying standard contractual terms to fit specific project needs?	The contract for Local Green Consumers participating in the CREAM Programme is based on standard commercial terms, does not allow for modifications and must comply with the Guideline.
35.	Could we clarify whether the grid interconnection point is before or after the meter?	The interconnection point is at the junction box, as shown in the figure below.

No.	Questions	Answers
		 <p>Legend</p> <ul style="list-style-type: none"> TNB LEGA HOMEOWNER JB = Junction Box C/O = Cut Out NL = Neutral Link DB = Distribution Box L = Life N = Neutral
36.	Could we clarify on how the CAC rate is determined, reviewed, and potentially increased (limit up to 15% every 3 years).	CAC is fixed for 3 years under IBR and can be revised up to $\pm 15\%$ per new regulatory period. The CAC is determined based on the cost of establishing local LV and MV connections from specific substations, connecting solar rooftop residential premises to off takers located within a 5 km radius.
37.	Is there any transparency on the calculation and billing methodology of CAC for planning long-term project economics?	CAC is fixed for 3 years under IBR and can be revised up to $\pm 15\%$ per new regulatory period. CAC rates are published on ST's website
38.	Is there a quota imposed for CREAM? If yes, what is timeline for the quota?	Participation is open and subject to compliance with requirements under the Guidelines.
39.	Can the electricity generated be supplied to the business or homeowners? If yes, is there any licence necessary?	Yes. Local Green Consumer can be homeowners or businesses as per Clause 9.1. LEGA must have a generation licence.

Prepared by:

Electricity Industry & Market Development Unit
Industry Planning & Development Department
Energy Commission