

Over 30 kVA Enquiry Work Instruction

Over 30 kVA Enquiry

Purpose

Use this Work Instruction to ensure that the over 30 kVA enquiry is lodged with all relevant fields completed correctly.

Prerequisites

Access to the Electrical Partner's Portal.

Related documents

The following documents are related to this task:


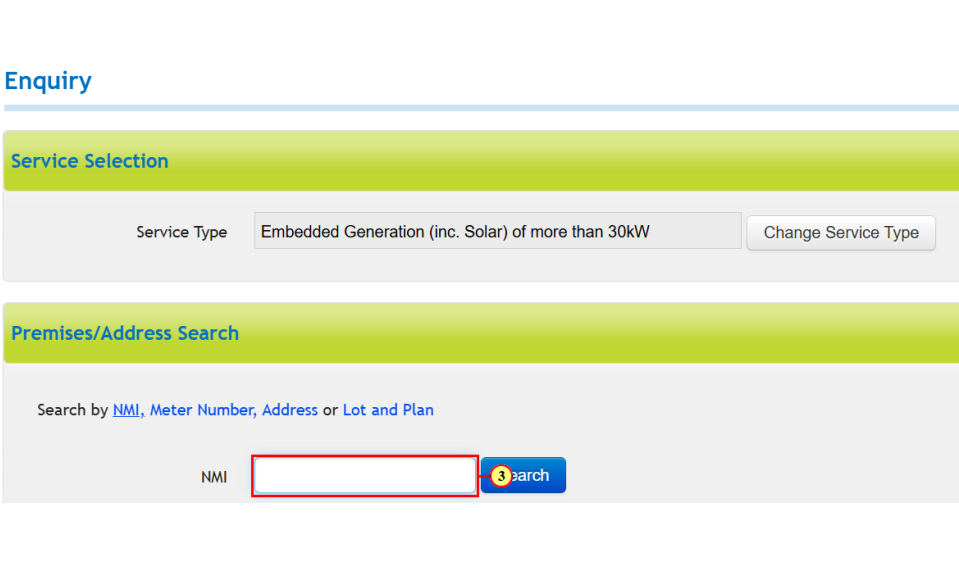
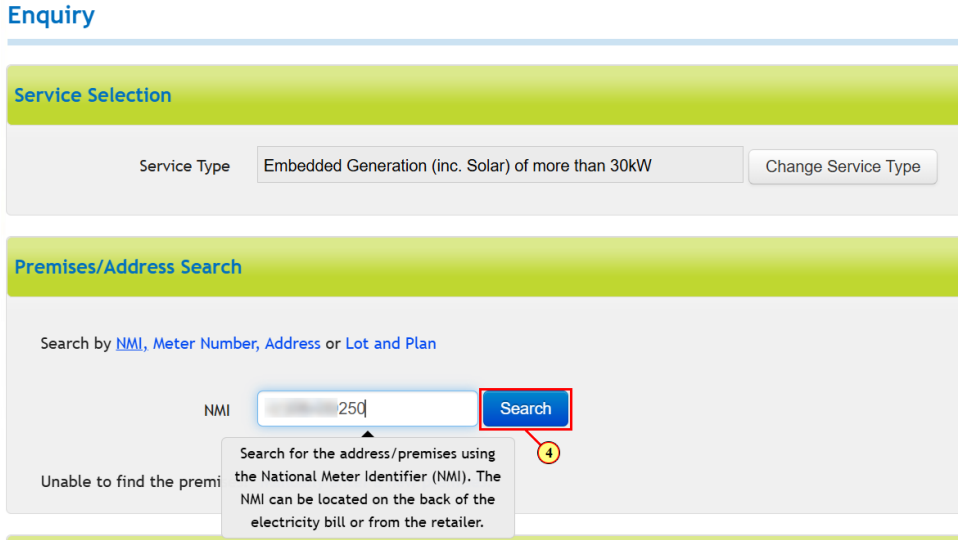
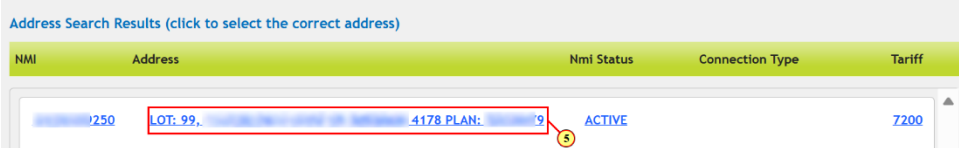
- Over 30 kVA Increase Application demonstration and Work Instruction.

**Over 30 kVA Enquiry
Work Instruction**



Explanation	Screenshot
<p>1. Click MyEnquiry</p>	<p>The screenshot shows the Energex website interface. At the top right, it says "Perimeter UAT Envir". Below the logo is a green bar with "positive energy". A dark navigation bar contains links: MyHome, MyProfile, MyEWR, MyMEG, MyEnquiry, MyCONNECT, Links, and Re. The "MyEnquiry" link is highlighted with a red box, and a yellow circle with the number "1" points to it. Below the navigation bar is an "Alerts" section with the text "You currently have no alerts."</p>
<p>2. Click Embedded Generation (Inc. Solar) of more than 30kW</p>	<p>The screenshot shows the same website interface as the first screenshot, but with a dropdown menu open from the "MyEnquiry" link. The dropdown menu is dark grey and contains the following items: Supply Availability, Asset Relocation, Point of Attachment, Budget Estimate, Large Customer Connection, Embedded Generation (inc. Solar) of more than 30kW, and Search. The "Embedded Generation (inc. Solar) of more than 30kW" item is highlighted with a red box, and a yellow circle with the number "2" points to it. The text "You currently have no alerts." is visible in the background.</p>

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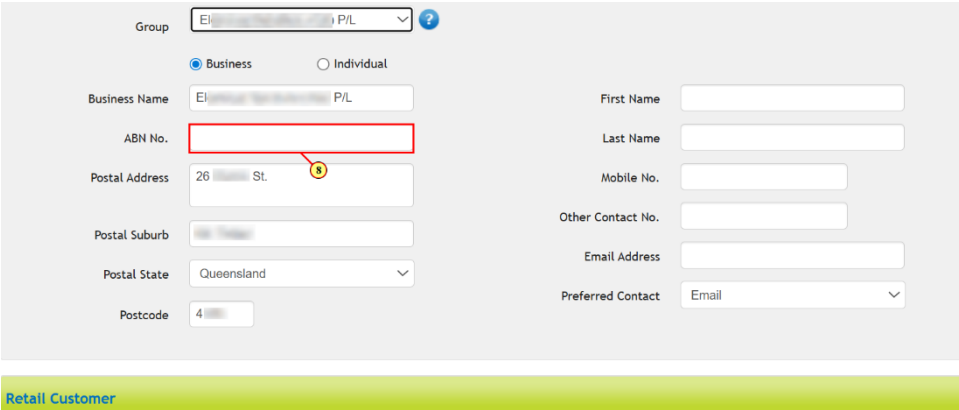

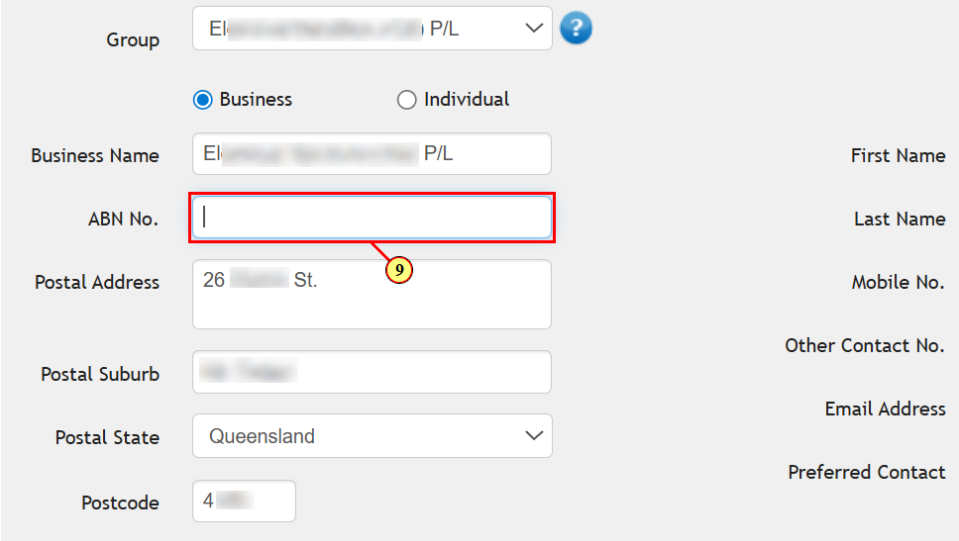

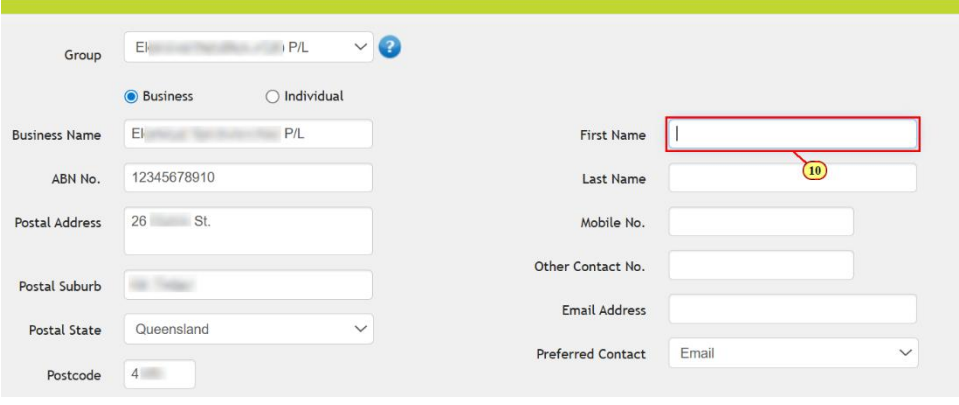
Explanation	Screenshot
<p> Enquiry or Connect Applications require you (the applicant) to conduct a search for the premises using the NMI, meter number, address lot or plan NMI.</p> <p>This information is located on the customer's electricity account or can sometimes be found in the customer's meter box or on the meter itself.</p> <p>3. Enter the NMI</p>	 <p>The screenshot shows the 'Enquiry' page. Under 'Service Selection', the 'Service Type' is set to 'Embedded Generation (inc. Solar) of more than 30kW'. Under 'Premises/Address Search', the search criteria are 'NMI, Meter Number, Address or Lot and Plan'. The 'NMI' input field is empty and highlighted with a red box, with a circled '3' next to it.</p>
<p>4. Click Search</p>	 <p>The screenshot shows the 'Enquiry' page with the 'NMI' field containing '250'. The 'Search' button is highlighted with a red box and a circled '4'. A tooltip is visible over the 'Search' button with the text: 'Search for the address/premises using the National Meter Identifier (NMI). The NMI can be located on the back of the electricity bill or from the retailer.'</p>
<p>5. Select the correct address</p>	 <p>The screenshot shows the 'Address Search Results' table. The table has columns for 'NMI', 'Address', 'Nmi Status', 'Connection Type', and 'Tariff'. The first row is highlighted in red and contains the following data: NMI: [redacted] 250, Address: LOT: 99, [redacted] of [redacted] 4178 PLAN: [redacted] 9, Nmi Status: ACTIVE, Connection Type: [redacted], Tariff: 7200. A circled '5' is next to the row.</p>

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Explanation	Screenshot																																													
<p>When lodging an enquiry, you will see any previously lodged enquiries and connects for that premises.</p> <p>6. Click Continue with my Enquiry</p>	<table border="1"> <thead> <tr> <th>Reference</th> <th>Type</th> <th>Status</th> <th>Premises</th> <th>AS3000 Max Demand</th> </tr> </thead> <tbody> <tr> <td>01A</td> <td>Application</td> <td>Accepted</td> <td>Lot: Drive</td> <td>100</td> </tr> <tr> <td>40A</td> <td>Application</td> <td>Accepted</td> <td>Lot: Drive</td> <td>569</td> </tr> <tr> <td>15A</td> <td>Application</td> <td>Under Evaluation</td> <td>Street</td> <td>LEW 800</td> </tr> <tr> <td>81A</td> <td>Application</td> <td>Under Evaluation</td> <td>Lot: Drive</td> <td>100</td> </tr> <tr> <td>55A</td> <td>Application</td> <td>Under Evaluation</td> <td>Lot: Drive</td> <td>100</td> </tr> <tr> <td>90Q</td> <td>Enquiry</td> <td>Progressed</td> <td>Lot: Drive</td> <td></td> </tr> <tr> <td>01Q</td> <td>Enquiry</td> <td>Completed</td> <td>Lot: 99 Drive</td> <td></td> </tr> <tr> <td>134A</td> <td>Application</td> <td>Under</td> <td>Lot: Drive</td> <td></td> </tr> </tbody> </table>	Reference	Type	Status	Premises	AS3000 Max Demand	01A	Application	Accepted	Lot: Drive	100	40A	Application	Accepted	Lot: Drive	569	15A	Application	Under Evaluation	Street	LEW 800	81A	Application	Under Evaluation	Lot: Drive	100	55A	Application	Under Evaluation	Lot: Drive	100	90Q	Enquiry	Progressed	Lot: Drive		01Q	Enquiry	Completed	Lot: 99 Drive		134A	Application	Under	Lot: Drive	
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<p>7. Select the Group if applicable; if not, enter the Business Name</p>	<p>Group: Please Select... ?</p> <p>Business Name: El... P/L (7)</p> <p>ABN No.:</p> <p>Postal Address:</p> <p>Postal Suburb:</p> <p>Postal State: Please Select... ?</p> <p>Postcode:</p> <p>Retail Customer</p>																																													

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Explanation	Screenshot
<p> ABNs are 11 digits long. This field is limited to 11 digits.</p> <p>ACNs are only 9 digits long. Enter 00 at the start of the ACN. For example, if the ACN is 123456789 it would be entered as 00123456789 to reach the 11 digits.</p> <p>8. Enter the 11 digit ABN or ACN</p>	
<p> ABNs are 11 digits long. This field is limited to 11 digits.</p> <p>ACNs are only 9 digits long. Enter 00 at the start of the ACN. For example, if the ACN is 123456789 it would be entered as 00123456789 to reach the 11 digits.</p> <p>9. Enter the 11 digit ABN or ACN</p>	
<p> This is the First and Last Name of the person responsible for the application, NOT the retail customer.</p> <p>Retail customer details are entered in the next section.</p> <p>10. Enter your First Name</p>	


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Explanation	Screenshot
<p>11. Enter your Last Name</p>	
<p> At a minimum you must enter a Mobile No. or Other Contact No. and Email Address.</p> <p>For this example we are entering the Mobile No. and Email Address.</p> <p>12. Enter your contact Mobile No.</p>	
<p>13. Enter your email address</p>	<p>Contact Details</p> <p>Retail Customer</p>

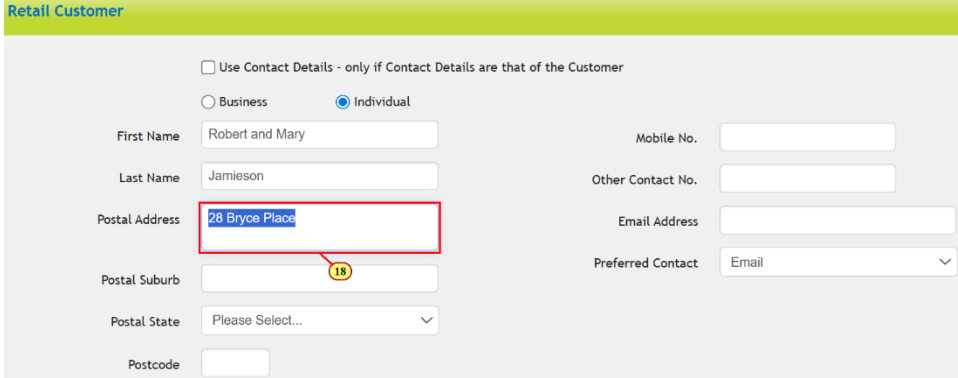
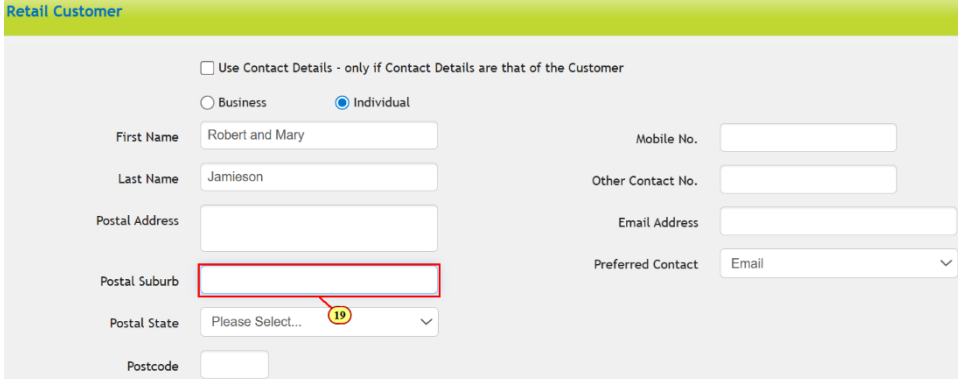
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Explanation	Screenshot
<p>14. Select the Preferred Contact method</p>	
<p> The Retail Customer is the individual or organisation listed on the electricity account for the premise.</p> <p>All contact details provided must relate to this customer; not the spouse (unless listed on the electricity account), site owners, tenants, other third parties or managing rental agencies.</p> <p>If you select Business, ensure that the ABN and ACN are entered as 11 digit numbers. Remember to add 00 in front of the 9 digit ACN.</p> <p>15. Select the customer type</p>	

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Explanation	Screenshot
<p> If there are two names on the electricity account enter them both in the First Name and Last Name fields.</p> <p>16. Enter the electricity account holder's First Name</p>	 <p>The screenshot shows the 'Retail Customer' form. At the top, there is a checkbox for 'Use Contact Details - only if Contact Details are that of the Customer'. Below it are radio buttons for 'Business' and 'Individual', with 'Individual' selected. The 'First Name' field is highlighted with a red box and a callout bubble labeled '16'. Other fields include 'Last Name', 'Postal Address', 'Postal Suburb', 'Postal State' (a dropdown menu), and 'Postcode'. On the right side, there are fields for 'Mobile No.', 'Other Contact No.', 'Email Address', and a 'Preferred Contact' dropdown menu set to 'Email'.</p>
<p>17. Enter the electricity account holder's Last Name</p>	 <p>The screenshot shows the 'Retail Customer' form. The 'First Name' field now contains 'Robert and Mary'. The 'Last Name' field is highlighted with a red box and a callout bubble labeled '17'. The 'Postal Address' field contains '28 Bryce Place'. Other fields are the same as in the previous screenshot.</p>
<p>18. Enter the Postal Address</p>	 <p>The screenshot shows the 'Retail Customer' form. The 'Postal Address' field is highlighted with a red box and a callout bubble labeled '18'. The 'Postal Suburb' field contains 'Bryce Place'. Other fields are the same as in the previous screenshot.</p>
<p>19. Enter the Postal Suburb</p>	 <p>The screenshot shows the 'Retail Customer' form. The 'Postal Suburb' field is highlighted with a red box and a callout bubble labeled '19'. The 'Postal State' dropdown menu is now open, showing 'Please Select...' and a callout bubble labeled '19'. Other fields are the same as in the previous screenshot.</p>

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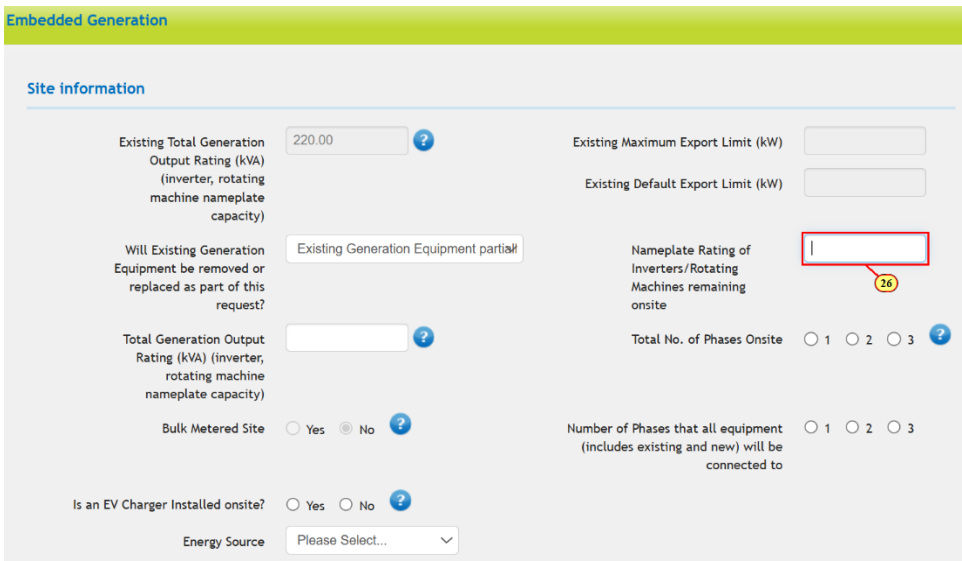
Explanation	Screenshot
<p>20. Select the Postal State</p>	<p>Retail Customer</p> <p><input type="checkbox"/> Use Contact Details - only if Contact De</p> <p><input type="radio"/> Business <input checked="" type="radio"/> Individual</p> <p>First Name <input type="text" value="Robert and Mary"/></p> <p>Last Name <input type="text" value="Jamieson"/></p> <p>Postal Address <input type="text" value="14 Jennifer Street"/></p> <p>Postal Suburb <input type="text" value="Brisbane"/></p> <p>Postal State <input type="text" value="Please Select..."/></p> <p>Postcode <input type="text" value="Please Select..."/></p> <p>Connection Details</p> <p>Generator Onsite</p> <p>Anticipated Power Factor</p> <p>Queensland</p> <p>Australian Capital Territory</p> <p>New South Wales</p> <p>Northern Territory</p> <p>South Australia</p> <p>Tasmania</p>
<p>21. Enter the Postcode</p>	<p>Retail Customer</p> <p><input type="checkbox"/> Use Contact Details - only if Contact Details are that of the Customer</p> <p><input type="radio"/> Business <input checked="" type="radio"/> Individual</p> <p>First Name <input type="text" value="Robert and Mary"/> Mobile No. <input type="text"/></p> <p>Last Name <input type="text" value="Jamieson"/> Other Contact No. <input type="text"/></p> <p>Postal Address <input type="text" value="14 Jennifer Street"/> Email Address <input type="text"/></p> <p>Postal Suburb <input type="text" value="Brisbane"/> Preferred Contact <input type="text" value="Email"/></p> <p>Postal State <input type="text" value="Queensland"/></p> <p>Postcode <input type="text" value=""/></p>

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Explanation	Screenshot
<p>22. Enter the Mobile No.</p>	
<p>23. Enter the Email Address</p>	
<p>24. Select the Preferred Contact method</p>	
<p>REMINDER:</p> <p>As the applicant you are submitting the application on behalf of the customer (electricity account holder).</p> <p>Be sure to let the customer know that they will receive notifications from the portal.</p> <p>The messages themselves are intended for you, the applicant. The portal notifications are to keep the customer updated.</p>	

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Explanation	Screenshot
<p> If this is a new installation, this option will not display.</p> <p>25. Advise if existing generation equipment will be removed or replaced as part of this request</p>	
<p> If you selected Existing Generation Equipment partially removed or replaced you will need to....</p> <p>26. Enter the Nameplate Rating of Inverters/Rotating Machines remaining onsite</p>	
<p>27. Enter the Total Generation Output Rating (kVA) including the remaining generation onsite</p>	

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Explanation	Screenshot
<p>28. Select the Total No. of Phases Onsite</p>	
<p>29. Select the Number of Phases that all equipment (includes existing and new) will be connected to</p>	
<p>30. Select if there's an EV Charger Installed onsite</p>	

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Explanation	Screenshot
<p>31. Select the Energy Source</p>	
<p>32. Select the Metering Scheme</p>	
<p>33. Select if the Enquiry is for High Voltage</p>	

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Explanation	Screenshot
<p>34. Select the Power Quality Response Mode</p>	
<p>Dynamic Export has been added as an option to the Proposed Export Limitation drop down list.</p> <p>Selecting Dynamic Export displays additional fields for completion.</p> <p>35. Select the Proposed Export Limitation</p>	
<p>36. Select How will existing Generation Equipment be configured to support a dynamic connection</p>	

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Explanation	Screenshot
<p>37. Enter the Maximum Export Limit (kW)</p>	
<p>38. Click Submit</p>	