

Customer Portal

MyCONNECT Basic Connections New, Save, Search

Contents

Submitting a Basic Connect Application	3
Does your Application require an Enquiry first?	3
Service Selection.....	5
Applicant.....	6
Retail Customer.....	7
Premise/Address Search.....	7
Search on an existing premises.....	7
Manually enter a new premises	9
Additional Premises Details	10
Connection Details	11
Attachments.....	11
Declarations.....	11
Expedite Application.....	11
Authority to Act.....	12
Customer Privacy.....	12
Save or Submit	12
Save	12
Submit	13
Expedite.....	13
Elect Not to Expedite	13
Errors	14
Search	14
Saved	15
Submitted	15
CONNECT Notifications	16
CONNECT Status Definitions.....	17

Submitting a Basic Connect Application

A Basic Connect Application relates to a connection with a maximum demand under 100 amps per phase. If the request is for a New Connection the Network must also be considered '*Existing*' to meet Basic requirements.

NOTE: If the request relates to any of the following please refer to the relevant User Guide:

- Enquiry
 - MyCONNECT – Enquiry
- A Connection with a maximum demand over 100amps per phase
- A New Connection with maximum demand under 100amps per phase and the Network is '*Required*'.
 - MyCONNECT – Negotiated Connections
- Embedded Generation – (Incl. Solar, Wind, etc.)
 - MyCONNECT- Embedded Generation (under 30 kW)
 - MyCONNECT- Embedded Generation (over 30 kW)

The user manuals can be located from the home page. Click on the Help Tile located within the left hand menu options:



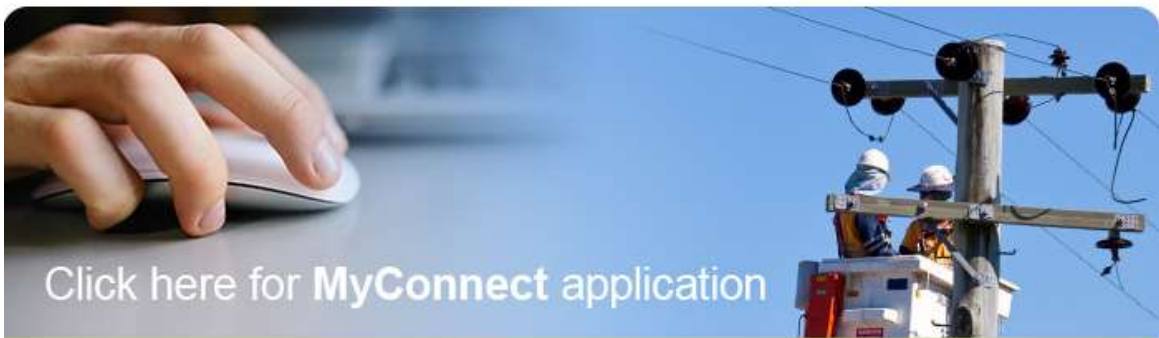
Does your Application require an Enquiry first?

NOTE: If the request is for Embedded Generation between 3kW-5kW where the power factor is not set at 0.9 lagging, and the request is for FULL export, please review the [Customer Connection Standard 01143](#).

In some instances an Enquiry must be submitted before a Connect Application can be entered into the Portal. The system will not allow you to proceed without a completed Enquiry if the request relates to any of the following:


- The maximum demand is under 100amps per phase; however the Network is '*Required*' rather than '*Existing*'.
- The maximum demand is over 100amps per phase.
- Embedded Generation between 3kW-5kW where the power factor is not set at 0.9 lagging and the request is for nil export.
- Embedded Generation greater than 30kW.

To submit an Enquiry, select 'Click here for a MyConnect application' and click on the Enquiry option from the drop down:



My Connect

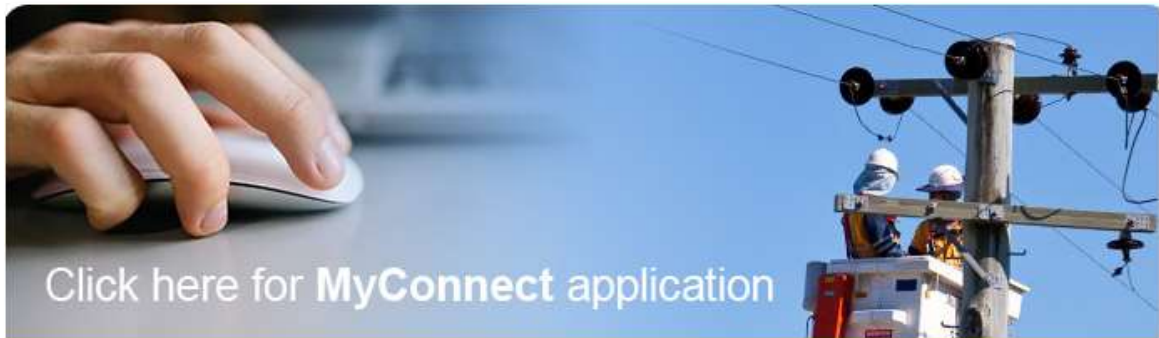
Submit a Network Connection Application to connect a new premise to Energex's distribution network or to make an alteration to existing connection (including solar, micro-embedded generators or embedded generator).



[Enquiry](#)


[Apply Now](#)

To submit a Basic Connect Application, select the Apply Now option located on the same screen.



My Connect

Submit a Network Connection Application to connect a new premise to Energex's distribution network or to make an alteration to existing connection (including solar, micro-embedded generators or embedded generator).



[Enquiry](#)



[Apply Now](#)

Service Selection

There are several service selections available.

Service Selection

Select the CONNECT Service Type required

1.  
2.
3.

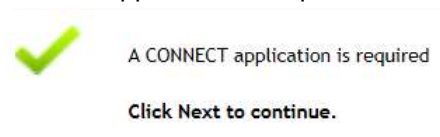
Service Type

New Connection

This option is to be used for a property that has never been connected before, or to transfer from temporary builders supply to permanent connection.

- Provision of a New Network Connection (TBS or Permanent connection)
 - Construction (TBS) Position
 - Permanent Position
 - Transfer Construction (TBS) to/from Permanent supply

When selecting any of the above options, the following message will appear confirming that a Connect Application is required.

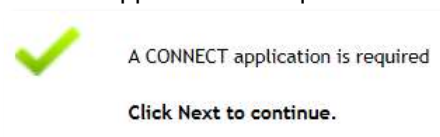


Change an Existing Connection

This option can be used if there are changes to be made to an existing connection.

- Relocate/Increase existing Permanent Connection
- Relocate/Increase existing construction (TBS) Connection

When selecting either of the above options, the following message will appear confirming that a Connect Application is required.



A Connect Application is not currently required for either of the below options. A message will appear providing a button to submit the EWR.

- Change to metering (Add/Exchange/Remove) (no installation of additional phases)
- Change any Tariff (commercial installations only)



Once a Service Selection has been made, click on the *Next* tab to continue.


Service Selection

Select the CONNECT Service Type required

1. New Connection

2. Provision of New Network Connection (TBS or Permanent Connection)

1. Construction (TBS) Position

 A CONNECT application is required
Click Next to continue.

Cancel Next >>

The Service Selection made on the previous screen can be altered by selecting the *Change Service Type* tab.

Service Selection

Service Type: New Connection Change Service Type

Selection: New Connection, Provision of New Network Connection (TBS o...

Applicant

Energex will make contact with the Applicant to discuss the Connect Application if required. Due to privacy, only the Applicant will be able to access the Connect Application. If further actions are required to progress the application to an agreement, these must be completed via the Portal and are therefore the responsibility of the Applicant. All status notifications will be provided to the Applicant.

Applicant

Applicant Type: Retail Customer

Business Individual

Business Name:

ABN No.:

Postal Address: 30/68 Beeston Street

Postal Suburb: Teneriffe

Postal State: Queensland

Postcode: 4005

First Name: Joe

Last Name: Citizen

Mobile No.: 0499999999

Other Contact No.:

Email Address: bronyadon@energex.com.au

Preferred Contact: Email

Applicant Type

- The selection includes
 - Electrical Contractor
 - Solar Installer
 - Builder
 - Consultant
 - Retail Customer
 - Retailer
 - Other (on behalf of customer) specify.

Business or Individual

- The Business name will be required in addition to the Applicant's details if *Business* is selected. ABN is not a mandatory field.

Preferred Contact

- Select Email or SMS – this method will be used to provide status notifications.

Retail Customer

This section relates to the customer responsible for the electricity account at the premise.

Use Applicant Details

- All the Applicant Details will auto populate if the box is selected. This option should only be used if the Applicant is the Retail Customer.

Individual or Business

- The Business name will be required in addition to the Retail Customer's details if *Business* is selected. ABN is not a mandatory field.

Postal Address

- A postal address must be entered. Please provide postal address, suburb, state and postcode.

Contact Details

- Mandatory fields for contact details will relate to the *Preferred Contact* selection. For example: the *Mobile No.* field becomes mandatory when the preferred contact method selected is *Mobile*.

Premise/Address Search

When submitting your Connect Application, you can search on existing premises or you can manually enter a new premise if you are unable to locate a match.

Search on an existing premises

To locate the correct premises faster, you can search by:

1. NMI - National Meter Identifier
2. Meter Number
3. Address

4. Lot and Plan

Click on *Search* and any premises matching your search parameters will display. Click on the correct premises to select.

Address Search Results (click to select the correct address)	
31200675991	SITE OFFICE BASEMENT LOT: 1, 26 REDDAKLIFF ST HEWSTEAD 4006 PLAN: SP234139
31200658483	TENANCY BLDG LOT: 1, 26 REDDAKLIFF ST HEWSTEAD 4006 PLAN: SP234139
31200128678	BASE BLDG LOT: 1, 26 REDDAKLIFF ST HEWSTEAD 4006 PLAN: SP234139
31200916890	SHOP/R4 LOT: 1, 26 REDDAKLIFF ST HEWSTEAD 4006 PLAN: SP234139
31200957607	SHOP/R3 LOT: 1, 26 REDDAKLIFF ST HEWSTEAD 4006 PLAN: SP234139
31201335693	CROWN TENANCY SHOP/RR1 LOT: 1, 26 REDDAKLIFF ST HEWSTEAD 4006 PLAN: SP234139

Search Again

Once you have selected the correct premises, the Premises Details will auto-populate in the next section.

NEED TO KNOW

You will receive a pop-up box message if you enter a NMI number that is Extinct.

You cannot submit a Connect on an Extinct NMI.

Definition: Whenever the connection metering point is removed (supply abolishment has been completed) the NMI is made Extinct. When the new connection metering point is required, a new NMI will be allocated.

Manually enter a new premises

If the premise is not yet connected or no search results were found using NMI, Meter Number, Address or Lot and Plan, select *Manually enter a new premise*.

Before you can submit your Connect Application, you must enter the following (which are mandatory):

- Lot No. and Plan No **OR** Street No.
- Street Name
- Street Type
- Suburb

Premises/Address Search

Search by NMI, Meter Number, Address or Lot and Plan

Unable to find the premises? [Manually enter a new premises.](#)

Premises Details


Premises Details


NMI


Property Title

Unit Type

Unit No.

Lot No. 


Plan No. 

Street No. 

Street Name

Street Type

Suburb

Additional Location Information 

Provide extra information about the premises location. Maximum 70 characters.

You must enter either a Street Number OR a Lot and Plan Number before continuing.

Move your mouse over the yellow icon to see the help message.

Additional Premises Details

NOTE: This section will only appear when the service type has been set to New Connection.



Property Purpose

- Select Business or Residential for the intended use of the property.

Property Type

- Select the correct property type from the list
- The selection includes:
 - Commercial
 - Domestic Premises
 - High-rise
 - Multi-unit dwelling
 - Rural
 - Subdivision

BA/DA Number

- Enter the Building Application/Development Application number if no existing supply is on site.
- This number is supplied by the building certifier upon approval of construction plans.

Council Authority

- This is required if the BA/DA No. is provided.
- Select the appropriate council (local government authority) from the drop down options.

Site Reference

- If the premise is known by a specific name, enter this here.

Preferred Supply Type

- If electricity supply is currently not on site, select the preferred supply type of Overhead or Underground.
- Energex will review and determine if this is appropriate.

Site Information

- Enter additional information here including hazards, traffic restrictions, environmental or cultural restrictions etc.

Connection Details

Requests with a maximum demand under 100amps per phase will only require the following fields to be completed:

AS3000 Maximum Demand amps per phase. A detailed load breakdown may be requested at a later date. ?

Phases Required 1 2 3 ?

Network Availability Existing Required

AS3000 Maximum Demand

- Enter the Maximum Demand (amps/phase) required at the premises as per the AS3000 Appendix C calculation

Phases Required

- Enter the total number of phases required to complete the requested work. This should include both existing and any additional required phases.

Network Availability

- Existing – the network in front of the premise is readily available.
- Required – the network is not currently available.

NOTE: the Network Availability field will be present for New Connection requests only.

Attachments

To add attachments, select a relevant tag from the drop down options and then click on Add Attachment. This will allow you to upload attachments saved to your device.

Tag: Offer

You currently have 1 attachment.

#	File Name	Attachment Tag	AV Scan Status	Size	Date Uploaded	
1	3007.pdf	Offer	No Virus exists	30.51 KB	29/10/2015 2:17 PM	<input type="button" value="View"/> <input type="button" value="Remove"/>

The attachment will then show below this field. There will be two action buttons to the far right of each attachment:

- View – Preview the attachment prior to submission
- Remove – Remove the attachment from the application.

There is no limit to how many attachments can be uploaded.

Declarations

Expedite Application

Selecting the option to Expedite an Application means that the Applicant is accepting the Model Standing Offer Terms and Conditions on behalf of the Retail Customer.

NOTE: This declaration will only appear when the request meets the Basic Connection Application Criteria.

Expedite Application

I elect to expedite (at no additional cost), and certify that I am authorised by the Customer to accept the terms and conditions of the model standing offer, (viewable at energex.com.au) on behalf of the Customer, from the date of this application. If Energex determines that further evaluation or alteration is required to complete the connection, the option to expedite will no longer be available and Energex will advise you accordingly.

I elect to expedite this application and connection offer.

Authority to Act

If you are making the request on behalf of the customer you must ensure that the customer has authority to make a contract at the premises.

Authority to Act

If you are making the request on behalf of the customer you must ensure that the customer has authority to make a contract at the premises. If they are not the sole occupier of the premises, or the named retail customer, they warrant that they are duly authorised by all other occupiers of the premises to apply for and enter into a contract for the Energex Services on behalf all persons occupying and/or residing at the premises.

Customer Privacy

If you are making the request on behalf of the customer you must ensure that the customer has authorised you to disclose their personal information to Energex.

Customer Privacy

The personal information of a customer is confidential and can only be disclosed to Energex if express permission is provided by the customer. Please confirm the customer agrees to have their personal information disclosed to Energex and their selected Retailer.

I have read and accept all terms and conditions.

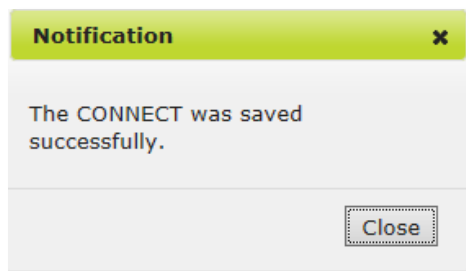
Save or Submit

To submit the Basic Connect Application, click on Submit in the bottom right hand corner. Alternatively, if you are not ready to submit, you can Save the Connect Application.



Save

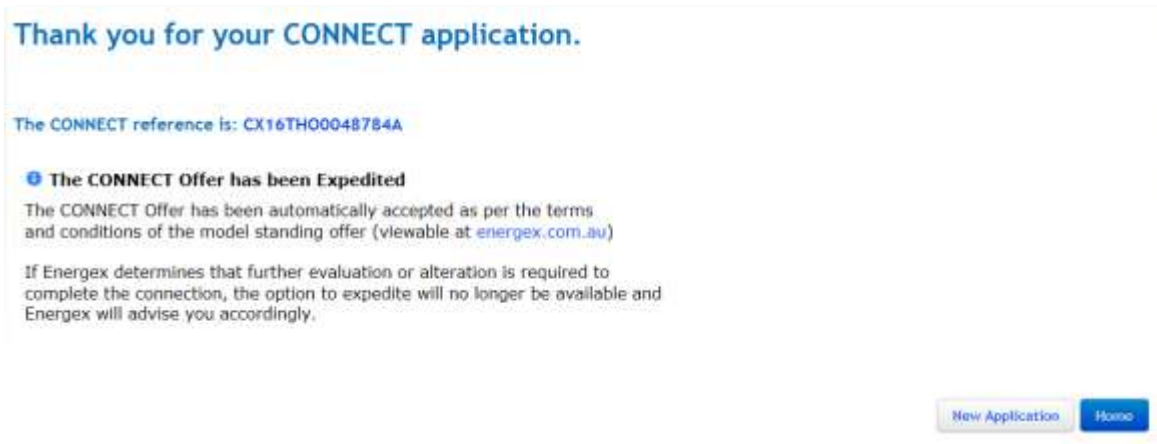
If the Connect Application is saved rather than submitted, a pop up box will appear giving the opportunity to add a note to assist with locating the Connect Application later. A confirmation notification will appear once *Ok* is clicked.



Submit

When submitting a Connect Application for the first time, a message will populate providing the CX Reference Number. The message will depend on whether the Applicant has expedited the Connect Application.

Expedite:



Thank you for your CONNECT application.

The CONNECT reference is: CX16TH00048784A

The CONNECT Offer has been Expedited

The CONNECT Offer has been automatically accepted as per the terms and conditions of the model standing offer (viewable at energex.com.au)

If Energex determines that further evaluation or alteration is required to complete the connection, the option to expedite will no longer be available and Energex will advise you accordingly.

[New Application](#) [Home](#)

Elect Not to Expedite:

If the Applicant does not wish to accept the Model Standing Offer T&Cs on the Energex Website, de-select the expedite application tick box before submitting.

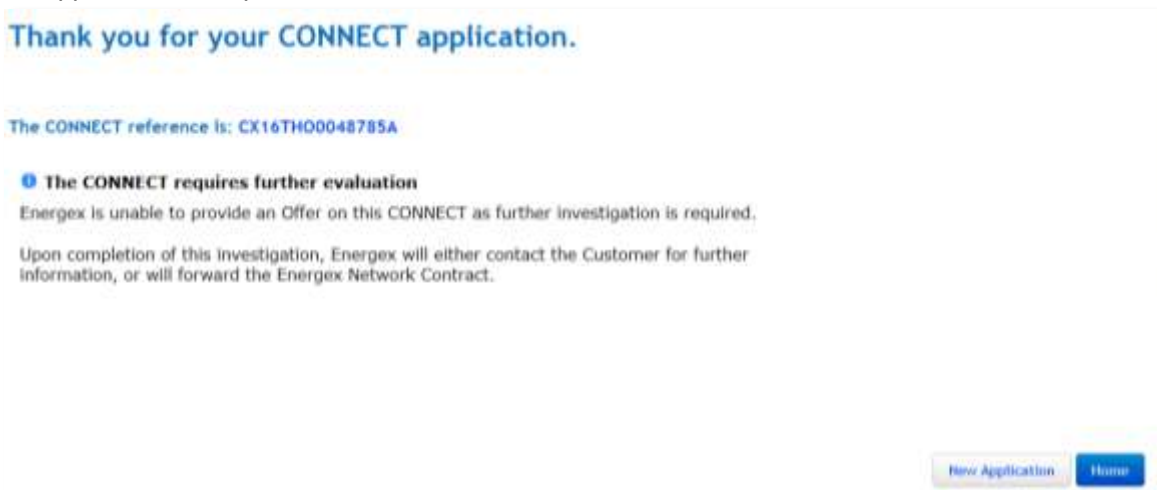


Expedite Application

I elect to expedite (at no additional cost), and certify that I am authorised by the Customer to accept the terms and conditions of the model standing offer, (viewable at energex.com.au) on behalf of the Customer, from the date of this application. If Energex determines that further evaluation or alteration is required to complete the connection, the option to expedite will no longer be available and Energex will advise you accordingly.

I elect to expedite this application and connection offer.

The Connect Application will be evaluated and an offer will be uploaded within 10 business days for the Applicant to accept.



Thank you for your CONNECT application.

The CONNECT reference is: CX16TH00048785A

The CONNECT requires further evaluation

Energex is unable to provide an Offer on this CONNECT as further investigation is required.

Upon completion of this investigation, Energex will either contact the Customer for further information, or will forward the Energex Network Contract.

[New Application](#) [Home](#)

Errors

When submitting the Connect Application, if there are any errors or a mandatory field has not been completed, a message containing all errors will show at the top of the Connect Application.



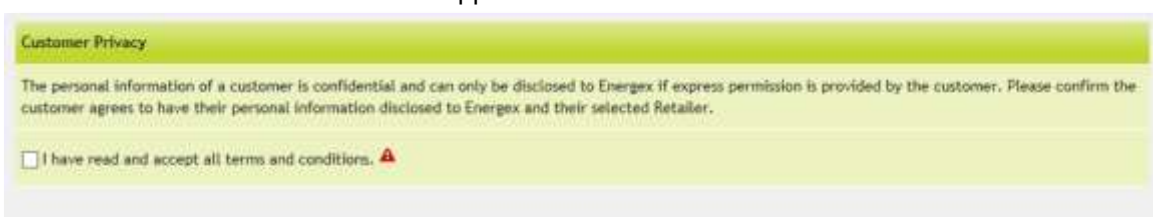
Please correct the following errors before submitting the CONNECT:

- ⚠️ Declarations : Please accept the Customer Privacy before continuing.

Service Selection

Service Type	Addition or Alteration to an Existing Connection	Change Service Type
Selection	Change an Existing Connection, Relocate / Increase existing P...	

Each relevant field will either be highlighted in red or show the error icon next to the field. The errors must be resolved before the Connect Application can be submitted.



Customer Privacy

The personal information of a customer is confidential and can only be disclosed to Energex if express permission is provided by the customer. Please confirm the customer agrees to have their personal information disclosed to Energex and their selected Retailer.

I have read and accept all terms and conditions. ⚠️

Search

Saved and submitted Connect Applications can be located on the Home page. To access previously entered Connects, click on the Application Summary tile located in the left hand menu options:



The Application Summary screen will load. Locate the Connect and make a selection from the drop down options provided.

Date Submitted

- There will be a date provided for submitted Connects only. If the Connect has been saved rather than submitted, this field will be blank

Reference Number

- There will be a Reference Number provided for submitted Connects only. If the Connect has been saved rather than submitted, this field will be blank

Applicant Name

- The Applicant name details.

Address

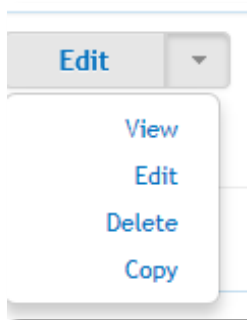
- The address selection made by the Applicant when entering the Connect Application.

Status

- The current status of the Connect Application.

Saved

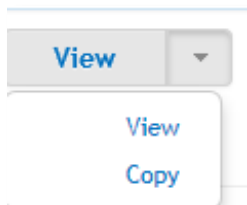
Application - Connect				
Date Submitted	ReferenceNumber	Applicant Name	Address	Status
		Joe Citizen	82 THOMPSON DECEPTION BAY 4508	Saved



- The selection includes:
 - View – review the Connect Application only
 - Edit – Make changes and updates to the Connect Application. This option is needed if the Applicant wishes to submit a saved Connect.
 - Delete – Remove the saved Application from the user profile
 - Copy – Duplicate the current application if multiple submissions are required.

Submitted

Application - Connect				
Date Submitted	ReferenceNumber	Applicant Name	Address	Status
14/04/2016 2:21 PM	CX16TH00048799A	Joe Citizen	82 THOMPSON DECEPTION BAY 4508	Submitted



- The selection includes:
 - View – review the Connect Application only
 - Copy – Duplicate the current application if multiple submissions are required.

CONNECT Notifications

Energex will send notifications via the selected Preferred Method in the Connect Application to the Applicant and/or the customer.

The Preferred Method selection options are either Email or Mobile (SMS).

Status	Description	To who?
Submitted	Application is submitted. Energex will provide an Offer within 10 business days.	Applicant, Primary Contact and UMS Retailer
Submitted – Expedited	Applicant elected to Expedite the application and the Customer accepts the terms and conditions of the Model Standing Offer.	Applicant, Primary Contact, Customer
Offer Made	Energex has provided an Offer for review and acceptance. 45 business days to accept the Offer.	Applicant, Primary Contact
Accepted	The Network Connection Offer has been accepted, including all terms and conditions. Energex has received the accepted Offer.	Applicant, Primary Contact, Customer
Saved	The Network Connection Offer has been Saved and can be accessed again when required	Applicant
EWR In Progress	Energex has received and EWR number. Courtesy email only so you can track via eStatus.	Applicant, Primary Contact, Customer
Offer Withdrawn	Energex has withdrawn the Offer as network alterations work is required. A new Offer will be provided within 65 business days.	Applicant, Primary Contact, Customer
Cancelled	The Application has been cancelled due to incorrect information provided.	Applicant, Primary Contact
Requires Further Evaluation	The Application requires further evaluation and Energex will provide an Offer within 65 business days.	Applicant, Primary Contact, Customer
Expired	The Offer has expired as it was not accepted within the 45 business days.	Applicant, Primary Contact, Customer
Offer Expiry	The Offer will expire in 15 business days or a new Application is required (if still wish to proceed)	Applicant, Primary Contact, Customer
Negotiate	Applicant elected to negotiate the Network Connection Contract T&Cs. Energex to contact for payment and endeavour to provide Offer within 65 business days	Applicant, Primary Contact, Customer
Application Unlocked	Notify the Applicant that the Connect Application has been unlocked so they can make edits and add attachments, ready to be resubmitted for evaluation – Negotiated Application Function Only.	Applicant and Primary Contact
Application Resubmitted	Notify the Applicant that the application has been amended and resubmitted for evaluation – Negotiated Application Function Only.	Applicant and Primary Contact
Ready For Submission	Notify the applicant that the application has been evaluated, and is now ready for payment (if applicable) and final submission. (Request to Negotiate only) – Negotiated Application Function Only.	Applicant and Primary Contact
Completed Application Submitted	Notify the applicant that they have submitted the completed application, and that Energex will respond within 65 business days with an offer. (Request to Negotiate only) – Negotiated Application Function Only.	Applicant and Primary Contact
Awaiting Energex Account Validation	Notify the applicant that their request to apply the fee to a Energex Account is under evaluation (Negotiated Connect Applications Only)	Applicant and Primary Contact
UMS Completion	Email sent when UMS job is completed successfully and connected.	Retailer
Negotiated Offer	Notify the Applicant that an offer has been approved.	Applicant, Primary Contact
Negotiated Offer Withdrawn	Further investigation is required. A new offer will be provided.	Applicant, Primary Contact
Request Further Negotiation	The Applicant has requested further negotiation.	Applicant and Primary Contact
Initial Construction Fee Overdue	If a construction fee remains unpaid after 160 days, Notify the Applicant	Applicant, Primary Contact
Negotiation Accepted	Network Connection Contract has been accepted and Energex has received this confirmation.	Applicant, Primary Contact, Customer

CONNECT Status Definitions

When you submit your Connect Application you can track the progress of the application. The status will tell you the current state of the Connect Application.

Status	Definition
Accepted	The CONNECT Offer has been accepted and is awaiting EWR to be linked
Accepted (Expedited)	The Applicant upon creation of the Network Connection Contract has elected to expedite and accept on behalf of the customer the Model Standing Offer contract. Is awaiting EWR to be linked.
Cancelled	The CONNECT has been cancelled.
Completed	The CONNECT Contract and EWR have successfully been completed. No further action is required.
EWR In Progress	The CONNECT has been linked to an EWR and will progress through the standard EWR process. All updates will be provided on the EWR.
Expired	The CONNECT Offer has not been accepted within the 45 business days. A new Network Connection Application is required if you still wish to proceed.
Incomplete CONNECT	An accepted Offer has not been actioned and linked to an EWR within 12 months of acceptance. A new Network Connection Application will be required if you still wish to proceed.
Negotiation Requested	Energex has provided an Offer and the Applicant has elected to negotiate the terms and conditions of this set Offer. Energex will review the negotiation and will be in contact with the Applicant within 65 business days.
Offer	Energex has provided an Offer that has not been accepted by the Applicant
Offer Withdrawn	Due to incorrect information Energex has withdrawn the CONNECT Offer and will review required work and will supply a new CONNECT Offer for your acceptance.
Submitted	The Electrical Partner has submitted the required information and has received a reference number. Energex will evaluate and progress through the standard process.
Under Evaluation	Energex has determined further investigation is required for the CONNECT before an Offer can be provided. Energex will contact the applicant or customer if required.
Unlocked	Energex requires further information to progress the Application. The Connect Application has been unlocked and is ready for edit. This is a Negotiated Connect Application function. Notification relating to Unlock notes will only occur for UMS connect Applications if request has been moved to the Negotiated Connect process.

NEED TO KNOW

Customers can track the progress of their Connect Application via the eStatus page on the Energex website. Click on Portals and then eStatus.