

The purpose of this document is to act as a guide for our customers where they wish to explore the possibility of connecting a *Low Voltage (LV) Embedded Generation* system at their premise.

Enquiry Process

1. Submit an “*Embedded Generation more than 30 kVA*” Enquiry form via the Electrical Partner’s portals [Electrical Partners Portal | Energex](#) [Electrical Partners Portal | Ergon Energy](#)
2. Upon submission of the Enquiry form, an email and SMS will be issued indicating the requirement to pay the SSER (*Site Specific Enquiry Response*) fee, to progress.
3. To pay the SSER fee, open the Enquiry form and select the “*Pay SSER fee*” button. Payment can be made online (*Energex only*) and/or by invoice. Where an invoice has been requested, ensure all required information including ABN/ACN (*if applicable*) is provided. **Note: invoices are issued within 7 business days to the email address provided.**
4. On receipt of the SSER fee payment, the *Solar and Renewables team* will review the information provided in the form and will progress for the SSER assessment or request additional information (*where required*).
5. The SSER will be uploaded to the Enquiry form in the portal **within 45 business days** from the date the submission is deemed compliant and complete. This action will trigger a portal notification email informing of the completion of the Enquiry. **Note: for complex connections or non-standard connections the timeframes may be longer.**
6. The SSER document is appended under the *Attachments* section of the Enquiry form. Review the SSER to understand the application and technical requirements. **Note: the SSER is not an approval, and preliminary advice only.**

Application Process

1. Submit an “*Embedded Generation Greater than 30 kVA*” Application form via the Electrical Partner’s portal. The application **must** be submitted with the following documentation:
 - a. Design Compliance Report (DCR) certifying compliance of the generating system in accordance with the Low Voltage Embedded Generation Standards (STNW1174).
 - b. The DCR must include a cover letter and be signed by an RPEQ with the report including all required documents/information as outlined in the SSER.
2. Choose the desired payment option for the application fee (*refer to SSER*). Where an invoice has been requested, ensure all requested information including ABN/ACN (*if applicable*) is provided. **Note: invoices are issued within 7 business days to the email address provided.**
3. Pay fee and email the remittance advice to accountsreceivable@energyq.com.au
4. On receipt of the application fee payment, the application will transition to the *Solar and Renewables Team* for review.
5. Where the Connection Offer Type has been classified as ‘**Basic**’ in accordance with the ‘*Connection Policy 2020-2025*’, the *Connection Application (CX)*, will transition to a status of “*Awaiting Compliance Report*” where you have elected to ‘*Expedite*’ the CX. If expedite was not selected, the *Model Standing Offer (MSO)* will be provided via the Portal and the CX will transition to “*Offer*”. **The offer must be accepted within 20 business days** via the Portal. Following acceptance, the CX will transition to a status of “*Awaiting Compliance Report*”.
Skip to Step 10
6. If your Connection Offer Type has been classified as ‘**Negotiated**’ in accordance with the ‘*Connection Policy 2020-2025*’, and complete from a material perspective, the *Connection Application (CX)* will be assigned for the Technical Study and approval to proceed to offer.
7. The *Connection Offer* with the *Technical Study* appended, will be emailed to both the *Retail Customer* and *Applicant* for acceptance. This will occur **within 65 business days** from the date the application is deemed compliant and complete. **Note: this timeframe is per the *National Electricity Rules (NER)*.**

Customer Process for > 30 kVA Enquiry and Applications



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8. The *offer* must be executed, witnessed and the entire document returned via email to ergongeneration@energyq.com.au or energexgeneration@energyq.com.au within **20 business days**.
9. The returned *offer* will be executed and upload to the CX in the portal for your records. The CX will transition to the status of “Awaiting Compliance Report”. **Note: the installation and the commissioning of the system can now commence.**
10. The operation of the completed installation must be tested for compliance to the relevant *Connection Standards and Technical Requirements* as outlined in the Technical Study.
11. Once the testing has been completed, the system **must be switched off** at the AC isolator/s with the DC isolators being left switched on.
12. On completion of the tests, the *RPEQ certified Compliance Report (CR)* must be emailed to ergongeneration@energyq.com.au or energexgeneration@energyq.com.au **within 7 business days**. **Note: the terms of the connection contract outline the requirement for the installation, testing, commissioning, and submission of the Compliance Report to be within 180 days from the date of the contract.**
13. The *Compliance Report (CR)* will be assigned to our Engineering teams for review and to confirm if the system satisfies the relevant standards and requirements. A response will be provided **within 20 business days** with the approval being issued via the portal, or all feedback by return email.
14. On receipt of the *Compliance Report (CR)* **approval**, the applicant is required to arrange the submission of the *Electrical Work Request (EWR)* within **10 business days**. **Note: this is a condition within the connection contract. If the CX transitions to ‘Completed’ upon approval, no EWR is required.**
15. The *EWR* will transition to the customer’s Retailer, who will manage the metering requirements *i.e. upgrade, reprogramming etc.*
16. The customer will need to liaise with their Retailer to confirm the metering requirements.
 - a. If the retailer has advised that no metering change is required, the system can be turned on.
 - b. If the retailer has advised that a meter change is required, the system can only be turned on once these changes have occurred.

Please note: Step 16 is the responsibility of the customer.

Customer Process for > 30 kVA Enquiry and Applications



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You must ensure the generating system is not interconnected to Ergon Energy Network or Energex's distribution network in any way until Ergon Energy Network or Energex are satisfied the installation complies with the "Standard for Connection of Embedded Generating Systems (>30 kVA to 1,500 kVA) to a Distributor's LV Network".

Interconnection without such consent may attract penalties under clause 28(1) of the Electricity Regulation 2006 (Qld). In addition, such a non-compliance could also result in the obligation upon Ergon Energy Network or Energex to connect the relevant premises ceasing, thus entitling Energex to disconnect the relevant premises (being the entirety of the site).

Please refer to our websites for further information on connecting Embedded Generation systems (including fees).

[Solar connections & other technologies | Energex](#)

[Solar connections & other technologies | Ergon Energy](#)

Should you require further assistance, please reach out to our team at ergongeneration@energyq.com.au or energexgeneration@energyq.com.au