

Energex

Electrical Partners Portal User Guide

Unmetered Supply and Public
Lighting Connect Applications

Energex Limited
16 November 2020



Part of Energy Queensland

Version Control

Version	Date	Description
1.0	16/11/2020	Initial

Contact details

Energex Limited
Unmetered Supply
Phone: 1300 362 485
Email: UnmeteredSupplyRequests@energex.com.au

GPO Box 1461 Brisbane QLD 4001
26 Reddacliff Street Newstead QLD 4006
Telephone 13 12 53
www.energex.com.au

Energex Limited ABN 40 078 849 055

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Contents

Submitting a Connect Application	1
New Unmetered Supply Connect Application.....	1
Service Selection	1
Premises/Address Search	2
Applicant 2	
Retail Customer	3
Primary Contact for Unmetered Sites	4
Site and Connection Details	4
Connection Details.....	4
Unmetered Supply Details	5
Attachments	6
Declarations	6
Save or Submit	7
New Public Lighting Connect Application.....	8
Service Selection	8
Premise/Address Search	9
Applicant 10	
Retail Customer	10
Primary Contact for Unmetered Sites	11
Site and Connection Details	11
Attachments	12
Declarations	12
Save or Submit	13
Click Offer or Accept Offer.....	14
Negotiated Request	15
Fees and Payment.....	16
Online Payment	16
Pay by Invoice.....	17
How to Withdraw Energex Account Payment.....	18
Energex Declines Account Payment	18
Energex Accepts Account Payment	18
Saved Connect Applications	18
Errors for Connect Applications	19
Searching for a Connect Application.....	19
How to Refine your Search.....	20
Quick Search	21
Connect Application Notifications	21
Connect Application Status Definitions	23

Submitting a Connect Application

New Unmetered Supply Connect Application

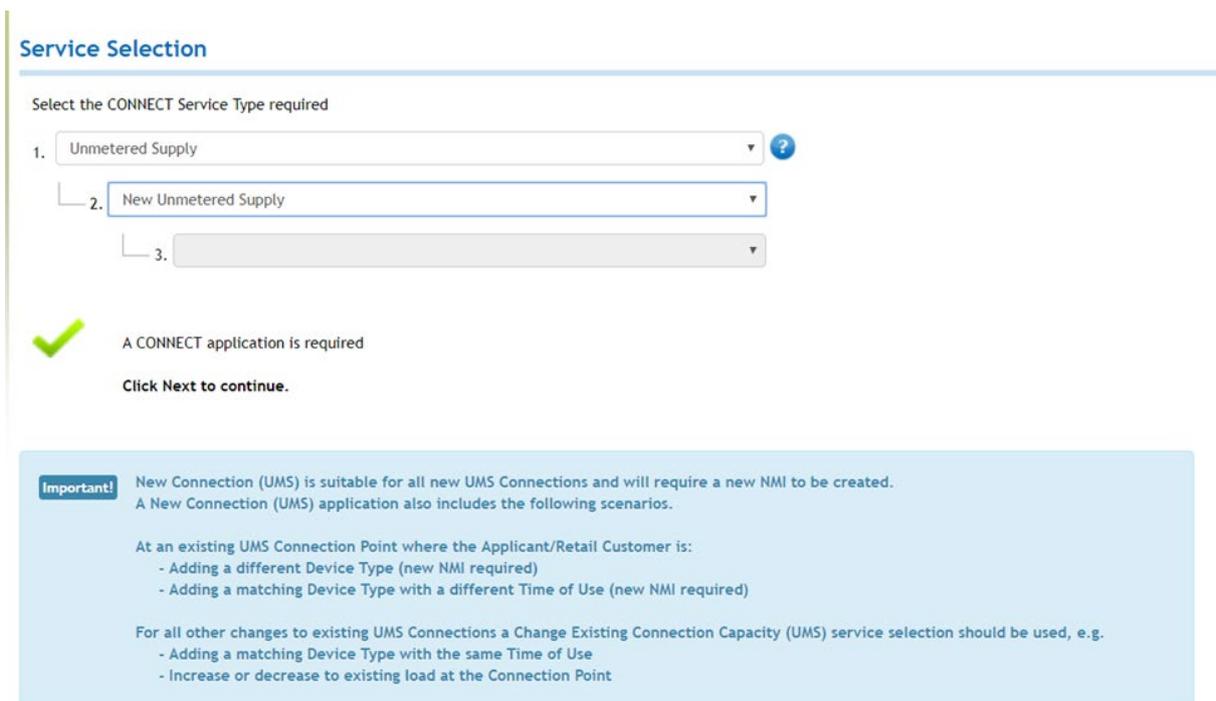
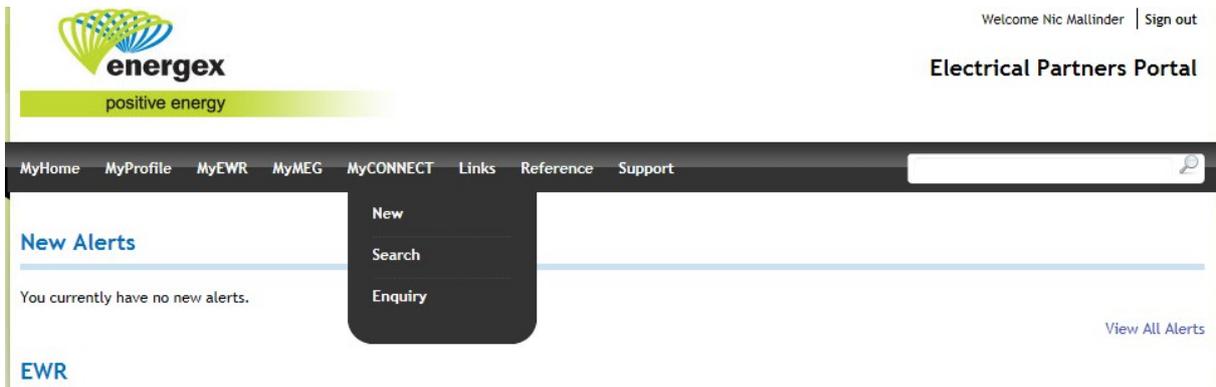
This section outlines how to submit a Connect Application. It will only cover Unmetered Supply and requests.

Service Selection

To connect a new Unmetered device, a Connect Application will need to be completed.

Select the reason for your New Connection:

- Unmetered Supply



Select the CONNECT Service Type required

1. Unmetered Supply
2. New Unmetered Supply
- 3.

 A CONNECT application is required

Click Next to continue.

Important! New Connection (UMS) is suitable for all new UMS Connections and will require a new NMI to be created. A New Connection (UMS) application also includes the following scenarios.

At an existing UMS Connection Point where the Applicant/Retail Customer is:

- Adding a different Device Type (new NMI required)
- Adding a matching Device Type with a different Time of Use (new NMI required)

For all other changes to existing UMS Connections a Change Existing Connection Capacity (UMS) service selection should be used, e.g.

- Adding a matching Device Type with the same Time of Use
- Increase or decrease to existing load at the Connection Point

Once the service selection enquiry type has been selected, click on the Next tab. The Service Type field will display the details selected on the previous screen at the top of the form. If the incorrect Service Type is displayed under this heading, click on Change Service Type.



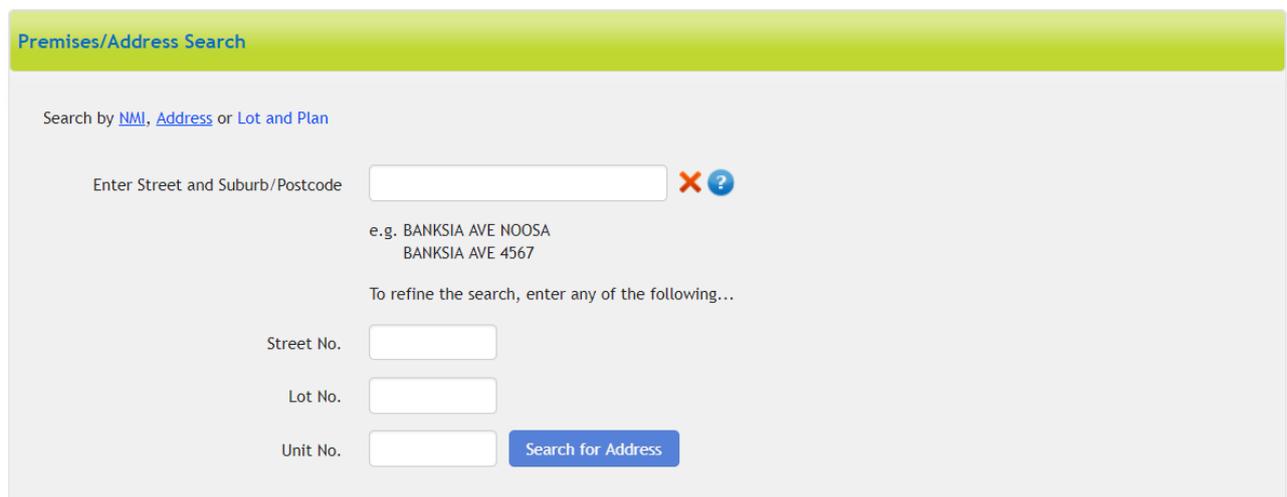
Service Selection

Service Type:

Selection:

Premises/Address Search

This request type must now have an NMI per device type per connection point. You will need to enter the Premises/Address of the UMS.



Premises/Address Search

Search by [NMI](#), [Address](#) or [Lot and Plan](#)

Enter Street and Suburb/Postcode
e.g. BANKSIA AVE NOOSA
BANKSIA AVE 4567

To refine the search, enter any of the following...

Street No.

Lot No.

Unit No.

Applicant

Applicant is an important field as the Connect Application details can only be discussed with the Applicant of the Connect due to privacy restrictions. Any actions or requests related to the Connect Application will also be sent to the details of the Applicant.

Application Types:

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

Applicant

Applicant Type ▼

Business Individual

Business Name

ABN No.

Postal Address

Postal Suburb

Postal State ▼

Postcode

First Name

Last Name

Mobile No.

Other Contact No.

Email Address

Preferred Contact ▼

Retail Customer

When a NMI is selected under the Premises/Address Search section, the Retail Customer fields will default to Business rather than Individual. The Business name and Postal Address will auto populate.

Retail Customer

Individual Business

Business Name ▼

ABN No.

Postal Address

Postal Suburb

Postal State ▼

Postcode

First Name

Last Name

Mobile No.

Other Contact No.

Email Address

Preferred Contact ▼

Enter the details requested in the remaining fields.

- ABN
- First name
- Last name
- Mobile number
- Other contact number
- Email address
- Preferred Contact – select Email or SMS.

Primary Contact for Unmetered Sites

Enter relevant contact person's details and select the preferred contact method – Email or SMS.

Primary Contact for Unmetered Sites

Name	<input type="text"/>	Mobile	<input type="text"/>
Email	<input type="text"/>	Other Contact Number	<input type="text"/>
Preferred Contact	<input type="text" value="Email"/> <input type="button" value="v"/>		

Site and Connection Details

Provide additional information regarding the Address or Site.

Site and Connection Details

Site Details

Additional Address Details	<input type="text"/>
Additional Site Details	<input type="text"/>

Connection Details

Connection Details

Nominated Point of Supply	<input type="text" value="Please Select..."/> <input type="button" value="v"/>	Please Note: Approval of your Nominated Point of Supply from Energex Asset No. is subject to Energex review and may change due to network availability. The Energex Approved Point of Supply will be included in Energex notifications and will be updated in this form at time of Offer.
Preferred Supply Type	<input type="radio"/> Overhead <input type="radio"/> Underground <input type="button" value="?"/>	
AS3000 Maximum Demand	<input type="text"/>	amps per phase. A detailed load breakdown may be requested at a later date. <input type="button" value="?"/>
Phases Required	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="button" value="?"/>	Is electricity supply available to your property from the existing Energex network? <input type="radio"/> Yes <input type="radio"/> No
Are GPOs (General Purpose Outlets) part of this installation?	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Retailer	<input type="text"/>	
Attach Drawings	<input type="button" value="Attach"/>	

Nominated Point of Supply:

- OH Pole
- UG #4 Pit
- UG Pillar
- S/L Column
- Unsure

Preferred Supply Type:

- Select Overhead or Underground

AS3000 Maximum Demand:

- Enter the maximum demand in amps per phase.

Phases Required:

- Select 1, 2 or 3 - this should include both existing and additional required phases.

Is electricity supply available to your property from the existing Energex Network?

- Select Yes or No
- If the Network is not available, the Connect Application will not have the option to expedite.

Are GPOs (General Purpose Outlets) part of this installation?

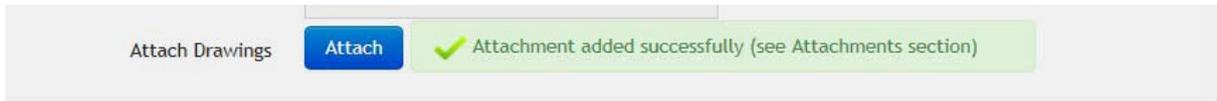
- Select Yes or No

Retailer:

- This will prepopulate with Origin as it is for a new connection.

Attach Drawings:

- Attach approved design drawings (e.g. site sketch) in electronic format
- A green tick will show next to the attach tab when drawings have been successfully uploaded.



Unmetered Supply Details

- All fields are mandatory, except Additional information about request.
- Start entering information in the Device Type field to auto-populate the selection.
- The Time of Use will only show the applicable time based on the Device Type selection.
- Loading Details is now Device Wattage.

Only one Device Type can be added per NMI.

Unmetered Supply Details

Device Type Time of Use

Latitude Longitude

Device Wattage Quantity of Devices

UMS Device

Device Type	Latitude	Longitude	Time of Use	Device Wattage	Quantity of Devices	Total Load (W)	
<input type="text"/>	<input type="button" value="Remove Row"/>						

Customer Site ID No. Additional information about request

Attachments

- Any relevant attachments can be tagged with a title from the drop-down options.
- All attachments including the Approved Drawings will be available to view or remove in this section.

Attachments

Tag

You currently have 1 attachment.

#	File Name	Attachment Tag	AV Scan Status	Size	Date Uploaded	
1	Site Design.doc	Approved Drawings	No Virus exists	32 KB	13/11/2015 8:08 AM	<input type="button" value="View"/> <input type="button" value="Remove"/>

Declarations

The different declarations on the Connect Application confirm the final legalities of the document and formalise the Application.

Expedite Application

When submitting your Connect Application you have the option to 'expedite' the application.

By electing to expedite the application, you automatically agree to the Energex terms and conditions (called the Model Standing Offer) as shown on the Energex website (energex.com.au) and the application will be fast-tracked; Energex will not send out a Network Connection Contract for signature. Leave the box 'ticked' to expedite your application and connection offer.

If the selection for Network Availability states that this is required rather than existing, the option to expedite the application will be removed as further investigation will be required before Energex can provide an offer.

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 relevant model standing offer, (viewable at energex.com.au by searching on "Model Standing offer") 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

The statement below the Authority to Act confirms that you are authorised to act on your customers behalf. The Connect Application is a legal contract lodged against the premises.

Authority to Act

I am authorised to make this application. I confirm that the information provided in this form is complete and correct.

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

To finalise the Connect Application you need to accept the terms and conditions of the Connect Application. This is the final confirmation that you have the authority to provide the given information to Energex on behalf of the customer, including any personal information (e.g. name and phone number)

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.

By ticking the box below, you acknowledge that you have read and agree to our [Terms of Use](#) and [Privacy Statement](#), and confirm that you have obtained consent from an occupier of the premises to access and complete this service on their behalf. Your information will be used and disclosed as set out in our Privacy Statement, including providing you or the retail customer with access to your information or application that is completed by you on their behalf. Our Privacy Statement sets out how we handle your personal information.

I have read and accept all terms and conditions.

Save or Submit

Save

When you get to the end of your Connect Application there are two options available. If you aren't quite ready to lodge the Application, you can choose to 'save'.

Save your CONNECT to submit later, it will be available from MyHome or Search. You will receive a reference number upon submission.

You will be given the option to add notes to your Connect when you save, but this is not mandatory. You will need to click 'OK' to proceed with your save.

Save Connect ✕

Please provide optional details describing why this CONNECT can not be submitted at this time.

If you need to find your Connect Application again, go to your MyHome screen and look for the 'Saved' section in your Connect Dashboard.

MyHome MyProfile MyEWR MyMEG MyEnquiry MyCONNECT

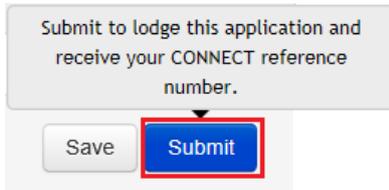
CONNECT

Under Offer	0	Offer Accepted	0	EWR In Progress	0
Saved	0	Open Enquiries	0	Awaiting Energex	0

[View Recent](#) | [View All](#)

Submit

When you are ready to lodge your Connect Application, check that all your information is correct and choose 'Submit' at the end of the form



Submit to lodge this application and receive your CONNECT reference number.

Save **Submit**

If your Connect lodges successfully you will receive a reference number.

Thank you for your CONNECT application.

The CONNECT reference is: [REDACTED]

You will be advised if your Connect has been expedited:

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 by searching on "Model Standing offer")

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.

You will also be advised if your Connect requires further evaluation (i.e. is a Negotiated Application):

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 Public Lighting Connect Application

This section outlines how to submit a Connect Application. It will only cover Unmetered Supply and requests.

Service Selection

To connect a new Public Lighting connection, a Connect Application will need to be completed.

Select the reason for your New Connection:

- Public Lighting

New Alerts

You currently have no new alerts.

- New
- Search
- Enquiry

[View All Alerts](#)

EWR

Service Selection

Select the CONNECT Service Type required

1. ?
2.
3.



A CONNECT application is required

Click Next to continue.

Once the service selection enquiry type has been selected, click on the Next tab. The Service Type field will display the details selected on the previous screen at the top of the form. If the incorrect Service Type is displayed under this heading, click on Change Service Type.

Service Selection

Service Type	<input type="text" value="Streetlights"/>	<input type="button" value="Change Service Type"/>
Selection	<input type="text" value="Public Lighting, Provision of New/Additional Public Lighting,"/>	

Premise/Address Search

As Public Lighting request requires a Connect Application to be submitted against the relevant virtual NMI for the customer. Select the customer's virtual NMI from the drop-down options.

When an NMI is selected under the Premises/Address Search section, the Retail Customer fields will default to Business rather than Individual. Business name and Postal Address will auto populate.

Premises/Address Search

NMI (Virtual NMI)	<div style="border: 1px solid #ccc; padding: 5px;"> <p style="margin: 0;">Please Select</p> <ul style="list-style-type: none"> Adshel Pty Ltd 3190001996 Aust Billboard Co 31900010022 Bishop Outdoor 31900010550 Brisbane City Council (BCC) 3190000122 3195000236 - Rate 3 Claude Neon Ltd 3190002183 Gold Coast City Council 3190000634 3195000343 - Rate 3 31900010484 Gympie Regional Council 3190000412 3195000376 - Rate 3 Ipswich City Council 3190000858 31900010360 31900010377 3195000384 - Rate 3 Lockyer Valley Regional Council 3190000949 3195000442 - Rate 3 Logan City Council 3190000957 3195000476 - Rate 3 </div>
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Applicant

When an NMI is selected under the Premises/Address Search section, the Retail Customer fields will default to Business rather than Individual. The Business name and Postal Address will auto populate.

Application Types:

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

The screenshot shows the 'Applicant' form with a green header. The form includes the following fields and options:

- Applicant Type:** A dropdown menu with 'Please Select...' and a downward arrow.
- Radio Buttons:** Business and Individual.
- Business Name:** A text input field.
- ABN No.:** A text input field.
- Postal Address:** A large text input field.
- Postal Suburb:** A text input field.
- Postal State:** A dropdown menu with 'Please Select...' and a downward arrow.
- Postcode:** A text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Mobile No.:** A text input field.
- Other Contact No.:** A text input field.
- Email Address:** A text input field.
- Preferred Contact:** A dropdown menu with 'Email' and a downward arrow.

Business or Individual:

- The Business name and ABN Number will be required if Business is selected.

Preferred Contact:

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

Retail Customer

When an NMI is selected under the Premises/Address Search section, the Retail Customer fields will default to Business rather than Individual. Business name and Postal Address will auto populate.

The screenshot shows the 'Retail Customer' form with a green header. The form includes the following fields and options:

- Radio Buttons:** Individual and Business.
- Business Name:** A dropdown menu with 'Please Select' and a downward arrow.
- ABN No.:** A text input field.
- Postal Address:** A large text input field.
- Postal Suburb:** A text input field.
- Postal State:** A dropdown menu with 'Please Select' and a downward arrow.
- Postcode:** A text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Mobile No.:** A text input field.
- Other Contact No.:** A text input field.
- Email Address:** A text input field.
- Preferred Contact:** A dropdown menu with 'Email' and a downward arrow.

Enter the details requested in the remaining fields.

- ABN
- First name
- Last name
- Mobile number
- Other contact number
- Email address
- Preferred Contact – Select Email or SMS.

Primary Contact for Unmetered Sites

Enter the relevant contact person's details and select the preferred contact method – Email or SMS.

Primary Contact for Unmetered Sites

Name	<input type="text"/>	Mobile	<input type="text"/>
Email	<input type="text"/>	Other Contact Number	<input type="text"/>
Preferred Contact	<input type="text" value="Email"/> ▼		

Site and Connection Details

Site and Connection Details

Site Details

Lot Number	<input type="text"/>	Additional Address Details	<input type="text"/>
Unit Number	<input type="text"/>	Additional Site Details	<input type="text"/>
House Number	<input type="text"/>		
Street Name	<input type="text"/>		
Suburb	<input type="text"/>		
Premise Name	<input type="text"/>		

Enter the closest address to the Public Lighting site. When entering the street name, the system will provide a drop down selection of possible matches; continue to type the street name into this field until a match appears:

Street Name	<input type="text" value="THOMSON"/>
Suburb	<input type="text" value="THOMSON CL NORTH LAKES QLD 4509"/>
Premise Name	<input type="text" value="THOMSON PL PEREGIAN SPRINGS QLD 4573"/>
Connection Details	
Customer Site ID No.	<input type="text" value="THOMSON PL WAKERLEY QLD 4154"/>
	<input type="text" value="THOMSON ST GREENSLOPES QLD 4120"/>
	<input type="text" value="THOMSON VALLEY RD VALDORA QLD 4561"/>
	<input type="text" value="PETER THOMSON DR PARKWOOD QLD 4214"/>
	<input type="text" value="THOMSON AVE WOODRIDGE QLD 4114"/>
	<input type="text" value="THOMSONS RD KINGSHOLME QLD 4208"/>

Attachments

- Any relevant attachments can be tagged with a title from the drop-down options.
- All attachments including the Approved Drawings will be available to view or remove in this section.

Attachments

Tag

You currently have 1 attachment.

#	File Name	Attachment Tag	AV Scan Status	Size	Date Uploaded	
1	Site Design.doc	Approved Drawings	No Virus exists	32 KB	13/11/2015 8:08 AM	<input type="button" value="View"/> <input type="button" value="Remove"/>

Declarations

The different declarations on the Connect Application confirm the final legalities of the document and formalise the Application.

Expedite Application

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By electing to expedite the application, you automatically agree to the Energex terms and conditions (called the Model Standing Offer) as shown on the Energex website (energex.com.au) and the application will be fast-tracked; Energex will not send out a Network Connection Contract for signature. Leave the box 'ticked' to expedite your application and connection offer.

If the selection for Network Availability states that this is required rather than existing, the option to expedite the application will be removed as further investigation will be required before Energex can provide an offer.

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 relevant model standing offer, (viewable at energex.com.au by searching on "Model Standing offer") 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

The statement below the Authority to Act confirms that you are authorised to act on your customers behalf. The Connect Application is a legal contract lodged against the premises.

Authority to Act

I am authorised to make this application. I confirm that the information provided in this form is complete and correct.

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

To finalise the Connect Application you need to accept the terms and conditions of the Connect Application. This is the final confirmation that you have the authority to provide the given information to Energex on behalf of the customer, including any personal information (e.g. name and phone number):

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.

By ticking the box below, you acknowledge that you have read and agree to our [Terms of Use](#) and [Privacy Statement](#), and confirm that you have obtained consent from an occupier of the premises to access and complete this service on their behalf. Your information will be used and disclosed as set out in our Privacy Statement, including providing you or the retail customer with access to your information or application that is completed by you on their behalf. Our Privacy Statement sets out how we handle your personal information.

I have read and accept all terms and conditions.

Save or Submit

Save

When you get to the end of your Connect Application there are two options available. If you aren't quite ready to lodge the Application, you can choose to 'Save'.

Save your CONNECT to submit later, it will be available from MyHome or Search. You will receive a reference number upon submission.

You will be given the option to add notes to your Connect when you save, but this is not mandatory. You will need to click 'OK' to proceed with your save.

Save Connect ✕

Please provide optional details describing why this CONNECT can not be submitted at this time.

If you need to find your Connect Application again, go to your MyHome screen and look for the 'Saved' section in your Connect Dashboard:

MyHome MyProfile MyEWR MyMEG MyEnquiry MyCONNECT

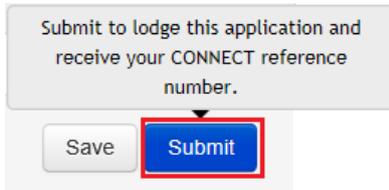
CONNECT

Under Offer	0	Offer Accepted	0	EWR In Progress	0
Saved	0	Open Enquiries	0	Awaiting Energex	0

[View Recent](#) | [View All](#)

Submit

When you are ready to lodge your Connect Application, check that all your information is correct and choose 'Submit' at the end of the form:



Submit to lodge this application and receive your CONNECT reference number.

Save Submit

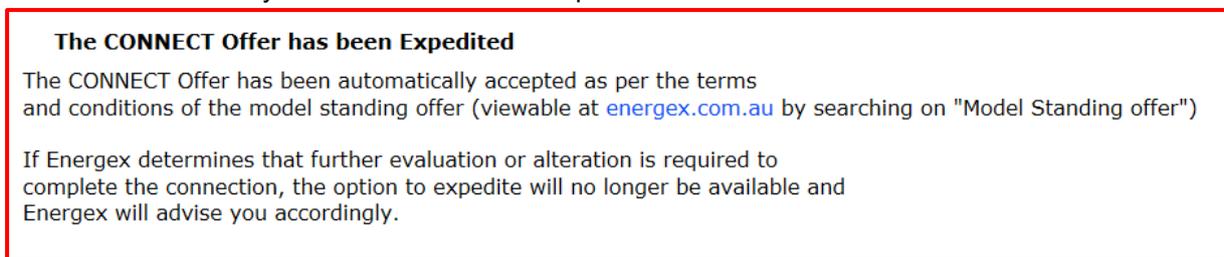
If your Connect lodges successfully you will receive a reference number:



Thank you for your CONNECT application.

The CONNECT reference is: [REDACTED]

You will be advised if your Connect has been expedited:

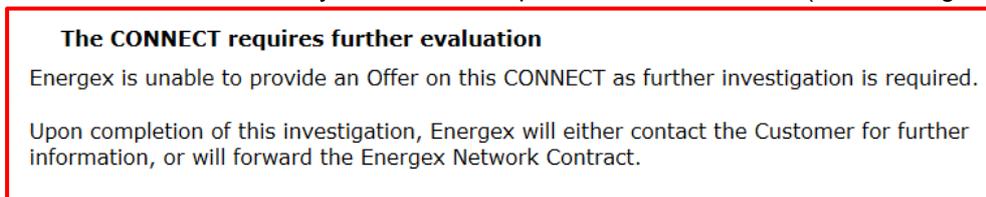


The CONNECT Offer has been Expedited

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

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.

You will also be advised if your Connect requires further evaluation (i.e. is a Negotiated Application):



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.

Click Offer or Accept Offer

When an Offer can be provided, the Applicant will receive notification including the CX reference number and a link to the portal.

- Search for the CX reference number using the quick search option in the top right corner or via MyCONNECT.
- Click on Offer to view and accept or request further negotiation.



CX [REDACTED] Offer Standard - UMS - CD	Unmetered Supply more...	John Black [REDACTED]	Nic Mallinder (Commpower Pty Ltd)	Submitted On 6/11/2015 7:18 AM	<input type="button" value="Offer"/>
---	---	--------------------------	--------------------------------------	-----------------------------------	--------------------------------------

- The Offer will load for you to View, Print, or Accept”

View the Energex CONNECT Offer below

NETWORK CONNECTION CONTRACT
NEW CONNECTION UP TO 100 AMPS (NO NETWORK ALTERATION)

Contract Type: Standard - UMS - CD
 Customer: [REDACTED]
 Customer Address: [REDACTED]
 Issue Date: [REDACTED]
 CONNECT Reference: [REDACTED]
 Offer Expiry: 45 business days from Issue Date

In accepting this Offer

On acceptance of this Offer, this will become a Network Connection Contract between the Customer and Energex. The contract comprises of:

- **Part 1 - Your Connection**

[Click here to view your offer...](#)

Negotiated Request

You have 45 business days to Accept Offer before Energex will automatically cancel your Connect Application. If the application is cancelled, you will need to resubmit a new application if still required.

A request to negotiate terms within the offer will incur a set fee. Once Next is selected, a payment page will load.

Request Negotiation

Request Negotiation Details

I hereby elect to Negotiate the terms and conditions of the Basic Energex Connection Offer.

I understand and accept that in requesting to Negotiate the Connection in accordance with the National Electricity Regulation, I will be charged a fee and that this fee must be paid prior to negotiations taking place. The list of terms & conditions and the negotiation process, can be viewed via the [Energex website](#).

In negotiating the terms and conditions, I understand that it may take up to 65 business days for Energex to make an Offer.

Negotiation Fee \$1,512.00

[Click here](#) to view services that Energex are able to negotiate.

Negotiated Request

Above the Negotiation Request field is a hyperlink to provide detail relating to what services Energex can negotiate. Ensure this has been reviewed before progressing with this request.

Once the Negotiation Request has been submitted, you will receive the below notification. Energex will contact the applicant to discuss the terms and conditions.

CONNECT: CX [REDACTED] is now under negotiation.

Thank you for your application and advise that you wish to negotiate your offer. An Energex representative will be in contact shortly to discuss the terms and conditions to be negotiated. An evaluation of your application will then be completed before an Offer can be issued.

Fees and Payment

You will be notified if there is a fee/payment associated with your job. When you open and view your Connect Application in the Portal the 'Evaluation Details' section will have a button available to 'Pay Project Assessment Fee':

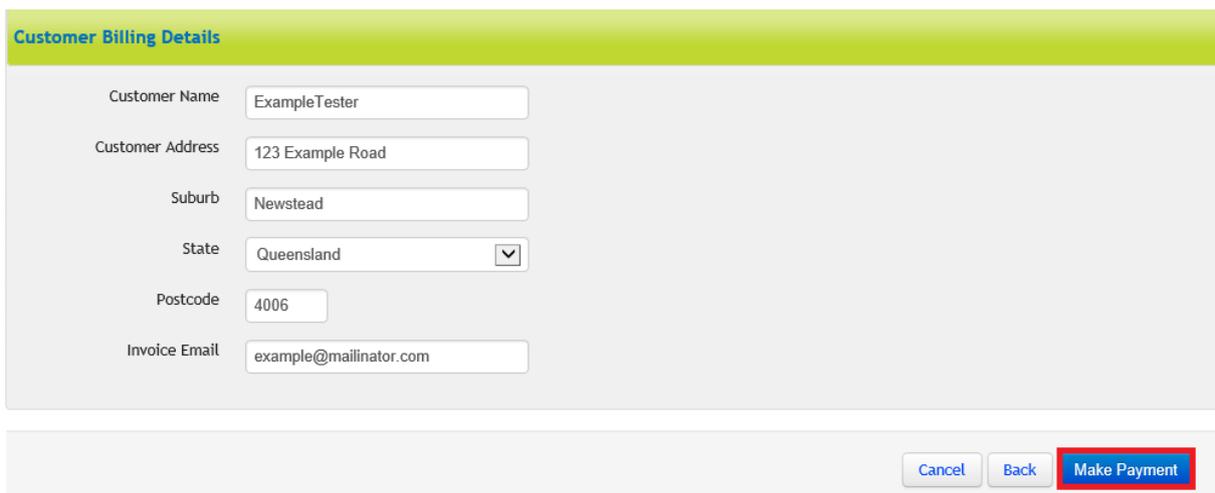


Payments can be made via credit card or via invoice. In order to ensure that the job continues progressing you will need to select Online Payment (credit card) or Pay by Invoice. Once you've selected, click 'Next':



Online Payment

If you choose to pay via Online Payment you will be taken to a screen to confirm Customer Billing Details. Ensure all fields are filled in correctly, and click 'Make Payment':



You will be directed to the payment page which will present the payment amount and prompt you to enter your credit card details. If at this point you do not want to make a credit card payment, close the BPOINT window and return to your Application to select Pay by Invoice'.

You are paying
 ENERGY QUEENSLAND LIMITED
 Biller Code
 Reference
 CN
 Amount
 AUD 1,000.00
 Accepted Cards
 Card number
 Expiry date
 MM YY CVN
 NEXT >

© Commonwealth Bank of Australia 2009-2020 ABN 48 123 123 124

Pay by Invoice

If you choose to pay via the 'Pay by Invoice' another question will show requesting who the invoice should be issued to.

Payment Method **Pay By Invoice**
 Issue Invoice To:
 Applicant
 Retail Customer
 Other

Once you've selected and clicked next, the Energex Account Payment screen will pre-populate any information the Portal already has. If you choose the option 'Other' the form will display blank to allow for third party information to be populated:

Energex Account Payment
 Payment Amount \$1,500.00
 Energex Customer Number
 Account Name
 ABN
 Primary Contact Name
 Primary Contact Email
 Primary Contact Phone
 Billing Address
 Suburb
 State Please Select...
 Postcode
 Base \$1,363.64
 GST \$136.36
 Total \$1,500.00
 Cancel Next

Optional! If you have a current Energex Customer Number, please enter this 6 character numeric code, otherwise leave blank.

Mandatory! If you have a current Energex Customer Number, please enter your current Customer Account Name. Otherwise enter the name to be invoiced.

Tip! Please ensure ABN is correct and matches with Account Name above. To check, use [ABN Lookup page](#)

How to Withdraw Energex Account Payment

The 'Withdraw Energex Account Payment' button allows the Applicant to withdraw the requested invoice payment method. It will not withdraw the application, but instead allows the credit card option to be accessed or to alter the previously selected payee.



Energex Declines Account Payment

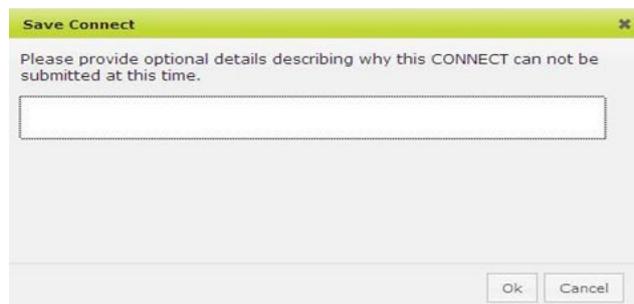
If Energex declines the request to pay by invoice an email will be received by the Applicant to advise this payment method cannot be accepted for the Connect Application, and the credit card option will be made available to select.

Energex Accepts Account Payment

A notification email will be sent to the nominated party to receive the invoice. The invoice will be attached to the email as well as instructions on how to pay the amount.

Saved Connect Applications

You can save your Connect Application at any time and you do not need to complete all the details before you can Save. Once you click on Save you will receive a pop-up box to add in comments on why you are saving the Connect Application (this is optional).



Look for your Saved CONNECT by clicking on MyHome heading in the black toolbar and look under CONNECT at a status of Saved.

CONNECT

CONNECT	Count	CONNECT	Count	CONNECT	Count
Under Offer	0	Offer Accepted	2	EWR In Progress	0
Saved	1	Open Detailed Enquiries	0	Awaiting Energex	2

[View Recent](#) | [View All](#)

Reference ?	Service Type	Premises	Assigned To User (Group)	Date	Actions
Saved	Unmetered Supply more...	Brisbane City Council (BCC) 31950000236 266 GEORGE Street BRISBANE 40...	Nic Mallinder (Commpower Pty Ltd)	Saved On 13/11/2015 10:21 AM	Edit

If you click on Saved it will display the comments you entered

To Submit your Saved Connect Application, click on Edit complete any outstanding fields if applicable and click Submit located at the bottom of the form.

Errors for Connect Applications

When you submit the Connect Application, if any part of the form is missing information required by Energen or has been completed incorrectly, you will receive an error. You will need to complete the fields that are highlighted in red with an exclamation mark before you can Submit.

Applicant

Applicant Type ⚠

Group ⚠

Business Individual

Business Name ⚠

ABN No.

Postal Address ⚠

If you scroll to the top of the Connect Application, you will receive a summary showing all the errors.

MyHome MyProfile MyEWR MyMEG MyCONNECT Links Reference Support

CONNECT

Please correct the following errors before submitting the CONNECT:

- ⚠ Applicant : Applicant Type is required.
- ⚠ Applicant : Business Name is required.
- ⚠ Applicant : Postal Address is required.
- ⚠ Applicant : Postal Suburb is required.
- ⚠ Applicant : Postal State is required.
- ⚠ Applicant : Postcode is required.
- ⚠ Applicant : Group is required.
- ⚠ Retail Customer : Postal Address is required.
- ⚠ Retail Customer : Postal Suburb is required.

Searching for a Connect Application

To view at any of your Connect Applications, click on MyHome and click on the applicable status (e.g. Offer Accepted) or click on View Recent/View All. View Recent will display the last 14 business days.

MyHome MyProfile MyEWR MyMEG MyCONNECT Links Reference Support

CONNECT

Service Selection

- New
- Search**
- Enquiry

CONNECT

Under Offer	3	Offer Accepted	3	EWR In Progress	1
Saved	1	Open Detailed Enquiries	4	Awaiting EnergeX	3

[View Recent](#) | [View All](#)

Alternatively, click on Search under the MyCONNECT heading.

If you return multiple results you have the option to:

- Refine your current search
- Search within the results
- Start a new search

CONNECT Search Results

Your search returned 36 results
Can't find what you want? [Refine your current search](#), [search within the results](#) or [start a new search](#).

← Previous 1 2 Next →

Reference ?	Service Type	Premises	Assigned To User (Group)	Date	Actions
Saved	Unmetered Supply more...	Brisbane City Council (BCC) 31950000236 266 GEORGE Street BRISBANE 40...	Nic Mallinder (Commpower Pty Ltd)	Saved On 13/11/2015 10:21 AM	Edit ▼
CX15THO0036339Q Under Evaluation	Enquiry Embedded Generation (inc. Solar) of more than 30kW	QB008067060 Lot: 3 1 THOMPSON Street BUND...	Nic Mallinder (natiselectric)	Submitted On 13/11/2015 8:49 AM	View ▼
CX15AGN0036338A Submitted Standard - UMS - CD	Unmetered Supply more...	Adshel Pty Ltd 31900001996 36 AGNES Street FORTITUDE VAL...	Nic Mallinder (Commpower Pty Ltd)	Submitted On 13/11/2015 8:41 AM	View ▼

How to Refine your Search

If you click on Refine your current search results, you will return to the original CONNECT Search screen to change or add additional information.

You will note that the screen will retain your original Search information, for example, if you entered a date range of 20-30 September, this information will remain.

You will need to click on Clear if you wish to start a new blank Search.

CONNECT Search (within existing results)

▼ You are currently searching within 36 existing results.

Reference Number	Street Name	Date Range (submitted)
<input type="text"/>	<input type="text"/>	From <input type="text"/>  to <input type="text"/> 
NMI	Lot No.	
<input type="text"/>	<input type="text"/>	
Status	Plan No.	
<input type="text" value="All"/> ▼	<input type="text"/>	
Contract Type	Type	
<input type="text" value="All"/> ▼	<input type="text" value="All"/> ▼	

[Clear](#) [Go](#)

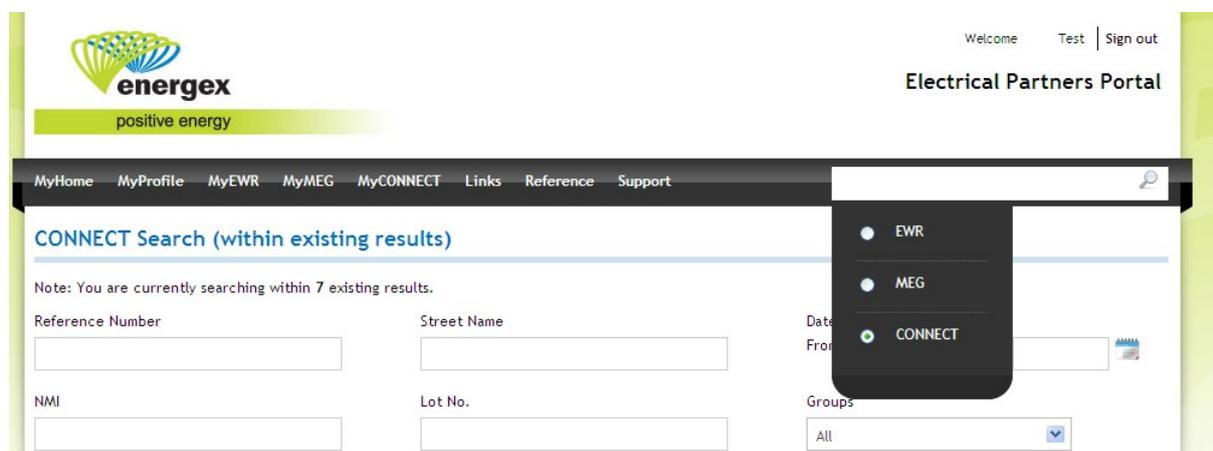
If you click on Search within the results, you can only search on the CONNECTs that have returned in your original Search results. The system will not look for new CONNECTs but **will only search on the existing CONNECT** results.

When you click on Search within the results, you will return to the original CONNECT Search screen. Even though it appears blank, at the top you will see 'You are currently searching within 7 existing results' (see below screen shot)

You can keep using Search within the results as many times as you need to refine the search results.

Quick Search

Another way you can search in the Electrical Partners Portal is the blue magnifying glass field located in the black toolbar. The blue magnifying glass acts as a broad searching tool in the portal. Enter in the information you want to search on. It can be a CONNECT reference, a NMI, a street name or even a customer's name.



If you also work as an Electrical Contractor, you will have an EWR, MEG and CONNECT option. If you are searching on a CONNECT, ensure you select the CONNECT option first.

Connect Application Notifications

When you submit your Connect Application, Energex will send notifications via the selected Preferred Method in the Connect Application to either you (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 and UMS Retailer
Offer Made	Energex has provided an Offer for review and acceptance. 45 business days to accept the Offer.	Applicant, Primary Contact and UMS Retailer
Accepted	The Network Connection Offer has been accepted, including all terms and conditions. Energex has received the accepted Offer.	Applicant, Primary Contact, Customer and UMS Retailer
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 and UMS Retailer
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 and UMS Retailer
Cancelled	Application has been cancelled due to incorrect information provided.	Applicant, Primary Contact and UMS Retailer

Requires Further Evaluation	Application requires further evaluation and Energex will provide an Offer within 65 business days.	Applicant, Primary Contact, Customer and UMS Retailer
Expired	Offer has expired as it was not accepted within the 45 business days.	Applicant, Primary Contact, Customer and UMS Retailer
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 and UMS Retailer
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 and UMS Retailer
Application	Notify the Applicant of Connect Application.	Applicant and Primary Contact
Unlocked	Unlocked so they can make edits and add attachments, ready to be resubmitted for evaluation.	Primary Contact
Application Resubmitted	Notify the Applicant that the application has been amended and resubmitted for evaluation.	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).	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).	Applicant and Primary Contact
Awaiting Energex Account Validation	Notify the applicant that their request to apply the fee to an Energex Account is under evaluation (Negotiated Connect Applications Only).	Applicant and Primary Contact
UMS Completion	Email sent when UMS job has been completed successfully and is connected.	Retailer
Negotiated Offer	Notify the Applicant that an offer has been approved.	Applicant, Primary Contact and Retailer
Negotiated Offer Withdrawn	Further investigation is required. A new offer will be provided.	Applicant, Primary Contact and Retailer
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 and Retailer
Negotiation Accepted	Network Connection Contract has been accepted and Energex has received confirmation.	Applicant, Primary Contact, Customer and UMS Retailer

Connect Application 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.

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