

# Energex Electrical Partners Portal

## Enquiries User Guide



## Version Control

Version	Date	Description
1.0	30/11/19	Initial
1.1	02/01/2026	Updated to general enquiries opening times

## Contact Energex

### To report loss of supply:

13 62 62

### For electricity emergencies:

13 19 62

### For general enquiries:

[energex.com.au](http://energex.com.au)

[custserve@energex.com.au](mailto:custserve@energex.com.au)

13 12 53 (8:30am to 4:30pm, Monday to Friday)

Telephone interpreter service 13 14 50



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# When to Submit an Enquiry

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## Service Selections

An Enquiry is a pre-cursor to submitting a Connection Application. It can be used for a variety of reasons and can allow you to explore information about a premise prior to actioning work, etc. The below are the service selections available as part of the Enquiry option.

### Supply Availability

Use this enquiry to find out if your property can be connected or if supply will need to be upgraded. This Enquiry type will not provide you with a cost for connection.

For a connection less than 1400amps/phase you can proceed directly to a Connection Application if you are certain of the amps and phases you require for a site.

### Asset Relocation

Use this enquiry if you would like to move a pole (or another type of asset). Once you are aware of potential costs you can make an informed decision regarding quotation of services or if the asset should be relocated

### Point of Attachment

This enquiry is to change the point of attachment on an existing structure. Referral to an Electrical Contractor prior to this enquiry being submitted is recommended.

### Budget Estimate

This enquiry is for people considering purchasing a rural residential property but need to know the costs to extend the electricity network to the property. This Enquiry will provide indicative costs only associated with the electricity being supplied.

This enquiry type is information only and cannot be progressed to a Connect Application. Property owners will not be supplied indicative costs through this service selection and should submit a Connect Application to receive a detailed cost.

### Large Customer Connection

Use this enquiry if your connection exceeds 1MVA or has an estimated annual consumption greater than 4GWh. Your Enquiry will be assessed by Energex and an appropriate response will be prepared in accordance with the national electricity rules.

### Embedded Generation (>30kW)

Use this enquiry for any embedded generation >30kW. Your Enquiry will be assessed by Energex and an appropriate response will be prepared in accordance with the national electricity rules.

# Completing Your Enquiry

## All Enquiry Types

### Premises/Address Search

The Premise/Address search is available via 2 different options:

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

#### Search on an Existing Premises

To search on a property that already exists, choose the method you want to search by and then click the [Search for Address](#) button.

If you choose address as your search type, suggested properties will populate as you start to type. If you add more letters the suggestions will change.

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

Enter Street and Suburb/Postcode  X ?

Street No.

Lot No.

Unit No.

**Premises Details**

- WIND FLOWER PL SPRINGFIELD QLD 4300
- WINDABOUT RD BEECHMONT QLD 4211
- WINDEMERE AVE MORNINGSIDE QLD 4170
- WINDEMERE AVE NARANGBA QLD 4504
- WINDEMERE RD ALEXANDRA HILLS QLD 4161
- WINDERA CT AROONA QLD 4551
- WINDERMERE CRES CARINDALE QLD 4152
- WINDERS AVE TUGUN QLD 4224
- WINDEYER ST BALD HILLS QLD 4036
- WINDJANA CT SHAILER PARK QLD 4128
- WINDLASS ST DECEPTION BAY QLD 4508
- WINDMILL ST SOUTHPORT QLD 4215
- WINDON CL KOORALBYN QLD 4285
- WINDORAH ST STAFFORD QLD 4053
- WINDRED LANE CONONDALE QLD 4552

When you see the address you're looking for, click it. This will cause the address to populate with a green tick.

You can add a street or lot number or leave these fields blank and choose 'search for address'.

WINDORAH ST STAFFORD QLD 4053 X ?

WINDON CL KOORALBYN QLD 4285

WINDORAH ST STAFFORD QLD 4053

WINDOW RD CANINA QLD 4570

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.

[Search for Address](#)

A list of all possible addresses that you could use for your Connect will appear, choose the correct one or search again:

Address Search Results (click to select the correct address)			
NMI	Address	Nmi Status	Connection Type
Tariff			
		ACTIVE	8500

### Manually Enter a New Premises

If your search for doesn't show the address you are searching for, you can either manually enter a new premises (1) or request a new address (2)

Unable to find the premises? [Manually enter a new premises.](#) 1

Address Search Results (click to select the correct address)

Address
BILLBOARD LOT: 12, 6 WINDORAH ST STAFFORD 4053 PLAN: RP181966
SHOP/1 LOT: 12, 6 WINDORAH ST STAFFORD 4053 PLAN: RP181966
SHOP/2 LOT: 12, 6 WINDORAH ST STAFFORD 4053 PLAN: RP181966
LOT: 2, 11 WINDORAH ST STAFFORD 4053

2 [Request New Address](#) [Search Again](#)

Choosing either of these will take you to a free text option in the Premise Details section. You must enter either a Lot/Plan or Street Number to proceed. The Street Name, Street Type, and Suburb will auto populate from your previous search.

Premises Details

NMI	
Property Title	
Unit Type	
Unit No.	
Lot No.	
Plan No.	
Street No.	
Street Name	WINDORAH
Street Type	Street
Suburb	STAFFORD QLD 4053

## Contact Details

The Contact Details are mandatory for any enquiry. The below screen shot highlights the fields Energex requires to proceed with your request.

- **Red** – Indicates a mandatory field
- **Green** – Indicates that at least one must be provided (based on your preferred contact)

**Contact Details**

Group	<input type="text" value="Please Select..."/> <input type="button" value="?"/>	
	<input checked="" type="radio"/> Business <input type="radio"/> Individual	
Business Name	<input type="text"/>	First Name <input type="text"/>
ABN No.	<input type="text"/>	Last Name <input type="text"/>
Postal Address	<input type="text"/>	Mobile No. <input type="text"/>
Postal Suburb	<input type="text"/>	Other Contact No. <input type="text"/>
Postal State	<input type="text"/> <input type="button" value="?"/>	Email Address <input type="text"/>
Postcode	<input type="text"/>	Preferred Contact <input type="text"/> <input type="button" value="?"/>

## Electrical Contractor

The Electrical Contractor information is preferred, but not required on an Enquiry. If you have the information available complete this section:

**Electrical Contractor**

EC Licence No.	<input type="text"/>	Business Name <input type="text"/>
First Name	<input type="text"/>	Mobile No. <input type="text"/>
Last Name	<input type="text"/>	Email Address <input type="text"/>

## Additional Request Information

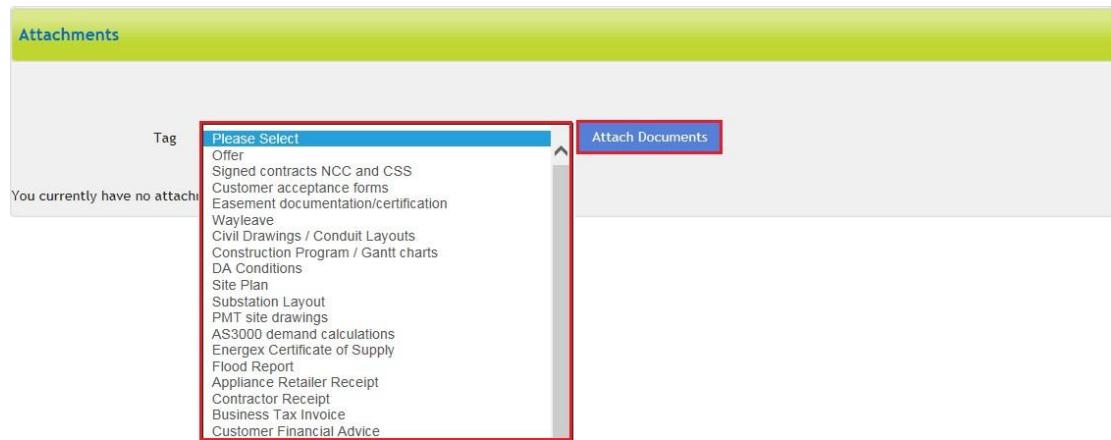
The additional request information is a free text field where you can explain your reasons for submitting the Enquiry. Any extra information you can provide about the site or your job will assist Energex in evaluating your request:

**Additional Request Information**

Additional Request Information   
Provide extra information about this request.  
Maximum 500 characters.

## Attachments

It is not mandatory to submit an attachment on your Enquiry. If you do submit one you will need to 'Tag' it to identify the type of document it is. Below is an example of the drop down menu. If you're not sure what your document is – just choose other.



The screenshot shows a 'Attachments' section with a 'Tag' dropdown menu open. The menu is titled 'Please Select' and lists various document types. A red box highlights the 'Please Select' dropdown and the list of options. To the right of the dropdown is a button labeled 'Attach Documents'.

Tag

Please Select

- Offer
- Signed contracts NCC and CSS
- Customer acceptance forms
- Easement documentation/certification
- Wayleave
- Civil Drawings / Conduit Layouts
- Construction Program / Gantt charts
- DA Conditions
- Site Plan
- Substation Layout
- PMT site drawings
- AS3000 demand calculations
- Energex Certificate of Supply
- Flood Report
- Appliance Retailer Receipt
- Contractor Receipt
- Business Tax Invoice
- Customer Financial Advice

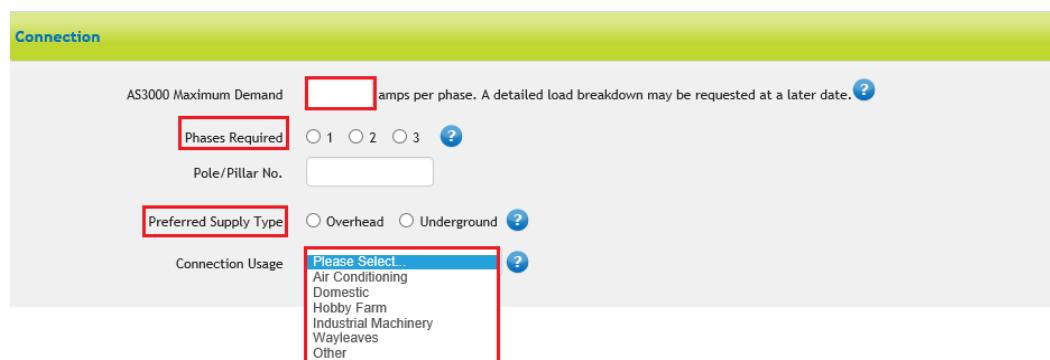
Attach Documents

## Additional Fields – Supply Availability and Budget Estimate

### Connection

The connection section provides information to Energex to assess either the availability of supply or provide a quotation estimate depending on your Enquiry type

The mandatory fields are indicated on the screen shot below



The screenshot shows the 'Connection' section with several fields highlighted by red boxes. The highlighted fields are: 'AS3000 Maximum Demand' (input field), 'Phases Required' (radio buttons 1, 2, 3), 'Preferred Supply Type' (radio buttons Overhead, Underground), and 'Connection Usage' (dropdown menu). A red box also highlights the 'Please Select...' placeholder in the 'Connection Usage' dropdown.

Connection

AS3000 Maximum Demand

Phases Required

Preferred Supply Type

Connection Usage

## Additional Fields – Point of Attachment

### Connection

The connection section provides information to Energex to better assess the viability of the Point of Attachment location requested.

The mandatory fields are indicated on the screen shot below:



The screenshot shows the 'Connection' section with several fields highlighted by red boxes. The highlighted fields are: 'AS3000 Maximum Demand' (input field), 'Phases Required' (radio buttons 1, 2, 3), 'Preferred Supply Type' (radio buttons Overhead, Underground), and 'Reason For Request' (dropdown menu). A red box also highlights the 'Please Select...' placeholder in the 'Reason For Request' dropdown.

Connection

AS3000 Maximum Demand

Phases Required

Preferred Supply Type

Reason For Request

# Additional Fields – Large Customer Connection

## Additional Premise Details

This section is preferred (but not mandatory) information regarding the premises you are submitting the LCC enquiry on.

**Additional Premises Details**

Property Purpose: **Please Select** Business Residential

Property Type: **Please Select** Commercial Domestic Premises High-rise Multi-Unit Dwelling Rural Subdivision Combined Commercial Residential Industrial

Site Reference: **BA / DA No.**

Preferred Supply Type: **Overhead** **Underground**

Site Information (incl. Hazards, Traffic, Restrictions, Environmental, Cultural, etc.)

Council Authority: **Please Select** Brisbane City Council Fraser Coast Regional Council Gold Coast City Council Gympie Regional Council Ipswich City Council Lockyer Valley Regional Council Logan City Council Moreton Bay Regional Council Noosa Shire Council Redland City Council Scenic Rim Regional Council Somerset Regional Council Sunshine Coast Regional Council

## Connection

The connection section is required to provide Energex further information in order to evaluate your request. The information can be broken down into the below categories (indicated below).

- Red** – Indicates a mandatory field
- Green** – Indicates a preferred field

**Connection Details**

AS3000 Maximum Demand: **1500** amps per phase. A detailed load breakdown may be requested at a later date.

Phases Required: **01** **02** **03**

Pole/Pillar No.:

Estimated Energy Consumption:

Existing Load: **Yes** **No**

Generator Onsite: **Please Select...**

Maximum Demand: **Please Select...**

Preferred Electrical Substation: **Please Select...**

Estimate of Total Project Cost (million):

Attach preferred Substation map: **Attach**

Other Information/Comments:

Bulk Metered Site: **Yes** **No**

Anticipated Power Factor:

Power Factor Correction installed? **Yes** **No**

Power Factor Correction method:

Connection Voltage (kV): **High voltage** **Low voltage**

## Connection Timings

**Red** – Indicates a mandatory field

**Connection Timings**

Date Connection Required

Detailed Staged Timeframe Attached

Additional Timing Comments

Temporary Building Supply Required?  Yes  No

## Metering

**Metering**

HV Metering Required  Yes  No

## Designs

**Designs**

Contestable work (Design and construction)

Please Select...  
Energex design construct and own  
Customer design, construct and Energex own  
Unsure at this stage (Enquiry Only)

## Load Details & LCC

**LCC - Load Details**

Significant or Disturbing Loads?  Yes  No

**LCC**

Indicative Network Charges Required?

Please Select...  
Yes  
At time of offer

## Declaration

**Declarations**

Would you like to progress this Enquiry / Application by the process prescribed under Chapter 5A or 5 of the National Electricity Rules?

## Additional Fields – Embedded Generation (>30kW)

### Connection Details

**Connection Details**

Generator Onsite	<input type="button" value="Please Select..."/> Proposed Existing Not Applicable	Power Factor Correction installed? <input type="radio"/> Yes <input type="radio"/> No
Anticipated Power Factor	<input type="text"/>	

### Site Information

The site information provides a basis for Energex to begin the evaluation of your Embedded Generation application.

**Site information**

Max Output Rating (kW)	<input type="text"/>	<input type="button" value="?"/>	Total No. of Phases Onsite <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="button" value="?"/>
Bulk Metered Site	<input type="radio"/> Yes <input type="radio"/> No <input type="button" value="?"/>	Number of Phases the proposed system will be connected to <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3	
Energy Source	<input type="button" value="Please Select..."/>		
Equipment Additional Info <small>Provide extra information about the equipment. Maximum 256 characters.</small>	<input type="text"/>		
Metering Scheme	<input type="radio"/> Gross metered <input type="radio"/> Net metered		
Metering Required	<input type="button" value="Please Select..."/>		
Power Quality Response Mode	<input type="button" value="Please Select..."/>		
Proposed Export Limitation	<input type="button" value="Please Select..."/>		

The Power Quality Response Mode is required by Energex standards to be set only to Volt-Var / Volt-Watt Voltage Response mode and the Portal only offers this in the relevant drop down

Power Quality Response Mode	<input type="button" value="Please Select..."/> Volt-Var / Volt-Watt Voltage Response Mode
-----------------------------	---

The Proposed Export Limitation provides the following options: **Greater than 30kW**

- Partial Export
- Minimal Export
- Non Export

If either 'Partial Export', 'Minimal Export', or 'Non Export' are selected two more mandatory questions will display:

Proposed Export Limitation	<input type="button" value="Please Select..."/> Full Export Partial Export Minimal Export
Method of Export Control	<input type="button" value="Please Select..."/>
Export Limit (kVA)	<input type="text"/> 0

The 'Method of Export Control' also provides a drop-down menu to select from, shown below:

Method of Export Control	<input type="button" value="Please Select.."/>
Export Limit (kVA)	Inverter programming Compliant Relay Metering and programmable logic controller

## Storage Batteries

The information requested here it's to anticipate if Energex can expect storage batteries to be installed at the same time as the Embedded Generation system.

If you are not planning on installing storage batteries, select 'No':

<b>Storage Batteries</b>	
Are Storage Batteries Installed? <input type="radio"/> Yes <input checked="" type="radio"/> No	

If you are planning on installing storage batteries, select 'Yes' and then complete the additional information:

<b>Storage Batteries</b>	
Are Storage Batteries Installed? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Storage Battery capacity (kWh) <input type="text"/>	
Wiring Diagram for the Storage Batteries Attached? <input type="radio"/> Yes <input checked="" type="radio"/> No	

## Connection Timings

Provide the date you require the system connected by:

<b>Connection Timings</b>	
Date Connection Required	<input type="text"/>
Detailed Staged Timeframe Attached <input type="button" value="Attach"/>	
Additional Timing Comments <input type="text"/>	

## Declarations

<b>Declarations</b>	
Would you like to progress this Enquiry / Application by the process prescribed under Chapter 5A or 5 of the National Electricity Rules?	
Chapter 5A Chapter 5	

# Submitting an Enquiry

## Getting your Reference Number

Once you have completed all the required information for the type of Enquiry you are submitting, click the 'Submit' button and you will be given a reference number on a new screen for your request.

**Thank you for your Enquiry.**

The Enquiry reference is: CX [REDACTED]

**The Enquiry has been submitted**

Energex will review this enquiry and will be in contact if further information is required.

## Fees and Payment

Not all Enquiry requests require a payment upon submission. If you do have a request for payment screen show up, 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':

**Select Payment Method**

Payment Method	<b>Please Select...</b> On-Line Payment Pay By Invoice
----------------	--

**Tip!** If Pay By Invoice, an Energex Tax Invoice will be emailed within 6 business days.

**Back** **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 'Next':

**Customer Billing Details**

Customer Name	Example Customer
Customer Address	123 Example Rpad
Suburb	Newstead
State	Queensland <input type="button" value="▼"/>
Postcode	4006
Invoice Email	example@gmail.com

**Cancel** **Back** **Next**

After confirming the billing details the Portal will request the credit card information and advise the amount to be paid. If at this point you do not want to make a credit card payment, you can click the 'Cancel' button and go back in to choose 'Pay by Invoice'. Alternatively, if you are happy to proceed, complete the card details and click 'Make Payment':

**Credit Card Details**

Please enter your card details below. Please be aware that Energex allows Mastercard and Visa cards only.

Payment Amount (AUD)	\$1,500.00
Card Holder Name	Example Customer
Card Number	<input type="text"/>
Expiry Date	MM <input type="text"/> YYYY <input type="text"/>
CCV	<input type="text"/>

Account details are fully encrypted and will not be supplied to any third party.  
Your payment will appear on your bank account details as EGX NEG CONNECTION.

## 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	<input style="border: 1px solid red; width: 100px; height: 25px;" type="button" value="Pay By Invoice"/>
Issue Invoice To: <input type="radio"/> Applicant <input checked="" type="radio"/> Retail Customer <input type="radio"/> 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	<input type="text"/>
<small>Optional!</small> If you have a current Energex Customer Number, please enter this 6 character numeric code, otherwise leave blank.	
Account Name	<input type="text"/>
<small>Mandatory!</small> If you have a current Energex Customer Number, please enter your current Customer Account Name. Otherwise enter the name to be invoiced.	
ABN	<input type="text"/>
<small>Tip!</small> Please ensure ABN is correct and matches with Account Name above. To check, use <a href="#">ABN Lookup page</a>	
Primary Contact Name	<input type="text"/>
Primary Contact Email	<input type="text"/>
Primary Contact Phone	<input type="text"/>
Billing Address	<input type="text"/>
Suburb	<input type="text"/>
State	<input type="text" value="Please Select..."/> <input style="border: 1px solid red; width: 20px; height: 15px;" type="button"/>
Postcode	<input type="text"/>
Base	\$1,363.64
GST	\$136.36
Total	\$1,500.00

## **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.

Evaluation Details

Withdraw Energex Account Payment

## **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.

# Reviewing Your Enquiry

## Request for Further Information

When assessing your Enquiry Energex may determine they require more information in order to accurately evaluate the request. We may also need you to amend your request for us to continue processing the request.

You will receive a notification advising there is a request for further information. The notification will include the relevant CX reference number. Bring up that job in the Portal and click "view":

Reference 	Service Type	Premises	Assigned To User (Group)	Date		Actions
CX19D101 [REDACTED] Further Information Required	Enquiry Supply Availability	Lot: 6 [REDACTED]		Submitted On 1/10/2019 1:42 PM		

## Edit Enquiry

Once you've selected to view the Enquiry your job will open and display the current information that has been provided to Energex. The second section down will show 'Evaluation Details' and include the Further Information Required by Energex:

<b>Evaluation Details</b>	
Further Information Required	Please confirm air conditioner requires 100amps?

To edit the enquiry, scroll to the bottom of the form to find the 'Edit Enquiry' button.

[Edit Enquiry](#) [Cancel Enquiry](#) [Print](#)

**You will not be able to edit the evaluation details, service selection, premises details, network availability, or connection required date on the Enquiry**

## Resubmit Enquiry

Once you have made any edits you require, you will need to leave a note summarising the changes you have made or if you haven't made any, explain why. Once you have done that, click the 'Save and Resubmit' button at the bottom of the screen.

Further Information Notes	Checked calculations, confirm only 80 amps reqd. Updated information.
<p>Please leave a note summarising the changes you made before re-submitting your Enquiry (E.g.: updated load / updated Pole and Pillar Number etc.)</p>	

# Connect/Enquiry Status Definitions

CONNECT AGREEMENT AND/OR ENQUIRY (CX)	
Electrical Partners Portal Status	Status Description
Accepted	Offer is accepted and an EWR is now able to be submitted. The status will remain at Accepted waiting for an EWR to link.
Cancelled	The Connect Application has been cancelled either by external or internal request
Closed	The request has been closed either through resolution or a new submission superseding this one
Enquiry Under Evaluation	The Enquiry was submitted successfully and is under evaluation by the relevant team.
Expired	The Connect Offer was not accepted within the required timeframe. A new Network Connection Application is necessary
Offer	A Connect Offer is waiting for Acceptance.
Offer Withdrawn	Due to incorrect information provided on the Offer the DNSP has withdrawn the offer and will review required work. A new Connect Offer for the external user's acceptance will be issued.
Completed Application Submitted	The external party will be advised that their complete application has been submitted. A Connect Offer for the external user's acceptance will be issued.
Negotiation Requested	The DNSP has provided an Offer and the external user has elected to negotiate the terms and conditions of this set Offer. The DNSP will review the negotiation and will be in contact with the Applicant within 65 business days.
Saved	The external user has chosen to save rather than submit their Connect.
Submitted	The external user has submitted the required information and has received a reference number. The DNSP will evaluate and progress through the standard process.
Under Evaluation	The DNSP has determined further investigation is required before an Offer can be provided. The DNSP will be in contact with the external user if required.

Electrical Partners Portal Status	Status Description
Superseded	A new Connect has been submitted which takes precedence over this one.
Further Information Required	The DNSP requires more information before they can proceed with investigating the Connect or Enquiry request. The job has been 'unlocked' and returned to the external user requesting more information.
Reminder – Further Information Required	Status updated by the internal user when they want to prompt the external user to provide information.
Enquiry Reset On Hold	Status updated by the internal user when they want to reset the Enquiry On Hold time.
Incomplete Connect	The external user has accepted the offer but has not taken further action to link the Connect to an EWR within 12 months of acceptance.
EWR in Progress	<p>The Connect has been linked to an EWR and will progress through the standard process from here.</p> <p>All relevant job updates will be provided on the EWR.</p>
Awaiting Energex Account Validation	Job is on hold awaiting confirmation of the account with the DNSP.
Awaiting Enquiry Fee Payment	Job is pending the payment of a nominated Fee.
Awaiting Construction Completion	Job is on hold pending nominated construction regarding the Network.
Awaiting Initial Construction Fee Payment	Job is pending the payment of a nominated Fee.
Validation Required	<p>Final validation of the NMI is required.</p> <p>The system and/or a user will conduct necessary checks.</p>