

Customer Portal

MyCONNECT Enquiry

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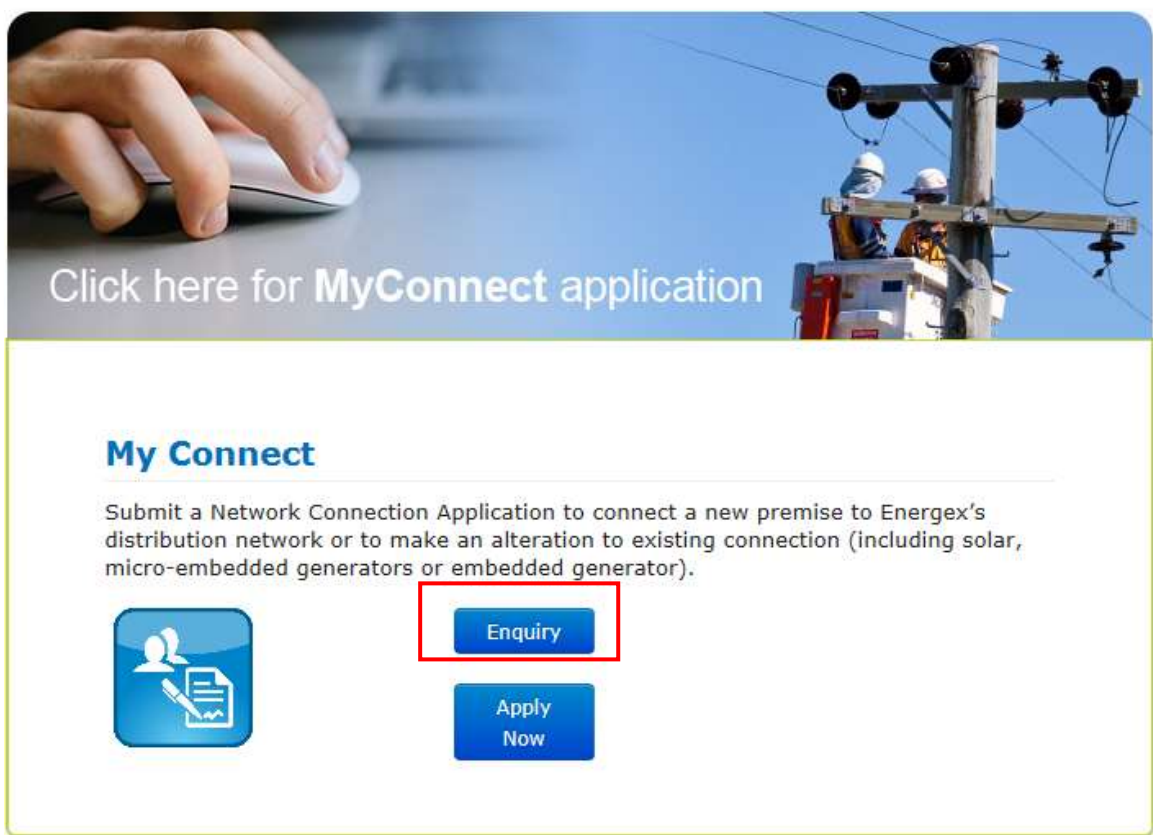
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Submitting a New Enquiry

To submit a new Enquiry click on the Enquiry button located within the MyCONNECT menu options.



Click here for MyConnect application

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 (Enquiry Type)

Select the reason for your Enquiry Type. The enquiries that are available on the Retailer Portal include:

- Supply Availability
- Asset Relocation
- Point of Attachment
- Unmetered Supply
- Large Customer Connection
- Embedded Generation (incl. Solar) of 30kW or less
- Embedded Generation (incl. Solar) of more than 30kW

Service Type

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 [Change Service Type](#)

What Does Each Service Selection Mean?

Supply Availability

- Can I check if I can get 3 phase power to my premises?
- What is the cost to increase my amps to 150amps per phase?
- What size is the transformer in a particular area?
- I want to increase/ connect supply and the maximum demand is less than 1400 amps per phase. Is this amount available?

NEED TO KNOW

When a request for a new connection or increase to existing supply will require a maximum demand between 101amps – 1400amps per phase, a *Supply Availability* Enquiry must be lodged before a Connect Application (CX) and an EWR can be submitted.

Asset Relocation

- I already have a connected property, but would like to find out much it would cost to get the power underground.
- I want to put in a new driveway where an Energex pole is located. Can Energex move it?
- A road is being widened and the Energex poles need to be relocated.

Point of Attachment

- I need advice in regards to the location of the Point of Attachment (POA) on this premises.

NEED TO KNOW

The Enquiry submission for Point of Attachment is for **advice ONLY**. You will need to submit a Connect Application (CX) and an EWR if you are relocating existing supply to an alternative position. The Point of Attachment should be discussed with your Electrician in the first instance.

Unmetered Supply

- Where is the connection point for an unmetered supply?

NEED TO KNOW

The Enquiry submission for Unmetered Supply is for **advice on connection point ONLY**. You will need to complete a Standard Connect Application (CX) and an EWR to request Energex to connect supply. Energex will only schedule the work on receipt the Connect and EWR and a confirmation email from the retailer.

Large Customer Connection

- I'm working on a development project that requires a maximum demand of >1400 amps per phase.

NEED TO KNOW

When a request for a new connection or increase to existing supply will require a maximum demand greater than 1400amps per phase, a *Large Customer Connection* Enquiry must be lodged before a Connect Application (CX) and EWR can be submitted.

Embedded Generation (incl. Solar) of 30kW or less

- Can I connect an Embedded Generator under to my premises? Is there network capacity and are there fees associated with this?

NEED TO KNOW

When a request for Embedded Generation is between 3kW – 5kW and “no” is selected for a power factor rating of 0.9 or higher, an *Embedded Generation (incl. Solar) of 30kW* or less Enquiry must be lodged before a Connect Application (CX) and EWR can be submitted.

Embedded Generation (incl. Solar) of more than 30kW

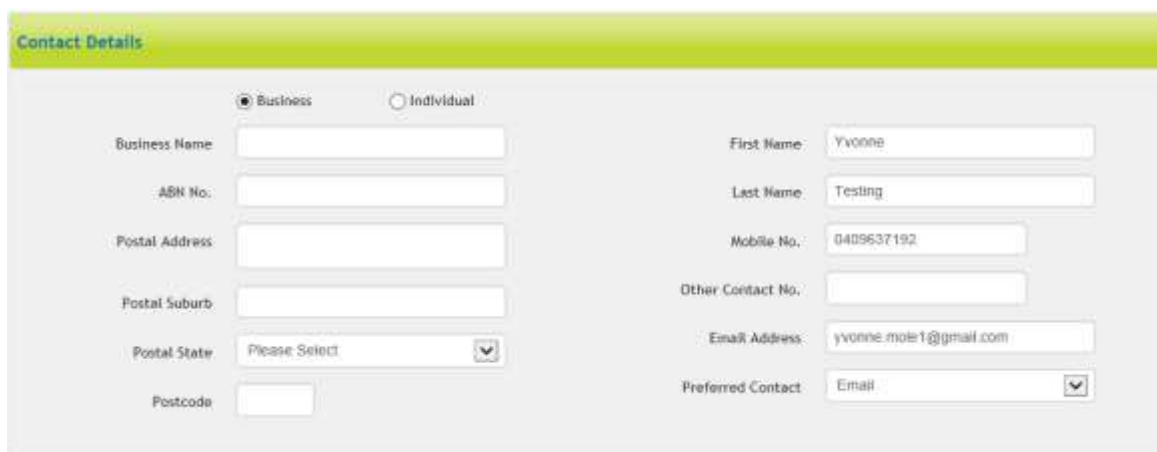
- Can I connect an Embedded Generator greater than 30kW to my premises? Is there network capacity and are there any fees associated with this?

NEED TO KNOW

When a request for Embedded Generation is greater than 30kW, an *Embedded Generation (incl. Solar) of more than 30kW* Enquiry must be lodged before a Connect Application (CX) and EWR can be submitted.

Supply Availability

Contact Details



Select either Business or Individual. Business Name and ABN will be required if Business is selected. If Energex requires any further information to process your enquiry, we will contact the person listed in the Contact Details section.

Electrical Contractor



Enter the details for the Electrical Contractor if known.

Premises/Address Search

When submitting your Enquiry, you can search on existing premises or you can manually enter a new premises.

Search on an existing premises

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

1. NMI - National Meter Identifier
2. Meter Number
3. Address
4. Lot and Plan

When you click on Search the premises will display. Click on the correct premises.

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

Manually enter a new premises

If the premises is not yet connected or you were unable to find the premises using NMI, Meter Number, Address or Lot and Plan, you can manually enter a new premises.

Before you can submit your enquiry, 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.

Plan No.

Street No.

Street Name

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.

Connection

Connection

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

Phases Required 1 2 3 ⓘ

Preferred Supply Type Overhead Underground ⓘ

Connection Usage ⓘ

AS3000 Maximum Demand

- Enter the maximum demand required at the premises as per the AS3000 Appendix C calculation

Phases Required

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

Preferred Supply Type

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

Connection Usage

- Select the primary reason/purpose for the type of connection.
- The selection includes:
 - Air Conditioning
 - Domestic
 - Hobby Farm
 - Industrial Machinery
 - Other (If you select Other, you will receive an additional field to enter your purpose)

Additional Request Information

If there is any additional information about the Enquiry that you wish to advise Energex, enter this information in Additional Request Information.

Attachments

Any relevant attachments can be tagged with a title from the drop down options.

Asset Relocation

Contact Details

Select either Business or Individual. Business Name and ABN will be required if Business is selected. If Energex requires any further information to process your enquiry, we will contact the person listed in the Contact Details section.

Electrical Contractor

Electrical Contractor

EC Licence No.

Business Name

First Name

Mobile No.

Last Name

Email Address

Enter the details for the Electrical Contractor if known.

Premises/Address Search

Premises/Address Search

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

NMI

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

When submitting your Enquiry, you can search on existing premises or you can manually enter a new premises.

Search on an existing premises

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

1. NMI - National Meter Identifier
2. Meter Number
3. Address
4. Lot and Plan

When you click on Search the premises will display. Click on the correct premises.

Address Search Results (click to select the correct address)

31200675991	SITE OFFICE BASEMENT LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200658483	TENANCY BLDG LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200128678	BASE BLDG LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200916890	SHOP/R4 LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200937607	SHOP/R3 LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31201335693	CROWN TENANCY SHOP/RR1 LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139

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

Manually enter a new premises

If the premises is not yet connected or you were unable to find the premises using NMI, Meter Number, Address or Lot and Plan, you can manually enter a new premises.

Before you can submit your enquiry, 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 Request Information

Additional Request Information

Additional Request Information

Provide extra information about this request.
Maximum 500 characters.

If there is any additional information about the Enquiry that you wish to advise Energex, enter this information in Additional Request Information.

Attachments

Any relevant attachments can be tagged with a title from the drop down options.

Point of Attachment

Contact Details

Select either Business or Individual. Business Name and ABN will be required if Business is selected. If Energex requires any further information to process your enquiry, we will contact the person listed in the Contact Details section.

Electrical Contractor

Enter the Electrical Contractor's details. This section is mandatory for Point of Attachment Advice. This is due to Point of Attachment placement being something your Electrical Contractor is responsible for. If entering a Point of Attachment Advice request please ensure your electrician has been engaged first.

Premises/Address Search

When submitting your Enquiry, you can search on existing premises or you can manually enter a new premises.

Search on an existing premises

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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.

Connection



AS3000 Maximum Demand

- Enter the maximum demand required at the premises as per the AS3000 Appendix C calculation

Phases Required

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

Preferred Supply Type

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

Reason For Request

- Select the primary reason for the Point of Attachment advice.
- The selection includes:
 - Subdivision
 - Property Crossing
 - Vacant Block
 - Premise Under Construction
 - Existing Connection
 - Other (If you select Other, you will receive an additional field to enter your purpose)

Additional Request Information



If there is any additional information about the Enquiry that you wish to advise Energex, enter this information in Additional Request Information.

Attachments



Any relevant attachments can be tagged with a title from the drop down options.

Unmetered Supply

NOTE: Any requests for unmetered supply connections will require the involvement of an Electrical Contractor. Please contact your Electrician before proceeding with this Enquiry type.

Contact Details

Select either Business or Individual. Business Name and ABN will be required if Business is selected. If Energex requires any further information to process your enquiry, we will contact the person listed in the Contact Details section.

Electrical Contractor

Enter the details for the Electrical Contractor if known.

Premises/Address Search

When submitting your Enquiry, you can search on existing premises or you can manually enter a new premises.

Search on an existing premises

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

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31201335693	CROWN TENANCY SHOP/RR1 LOT: 1, 26 REDDACLIFF ST NEWSTEAD 4006 PLAN: SP234139

Search Again

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

Manually enter a new premises

If the premises is not yet connected or you were unable to find the premises using NMI, Meter Number, Address or Lot and Plan, you can manually enter a new premises.

Before you can submit your enquiry, 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.

Connection

Connection

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

Phases Required 1 2 3

Preferred Supply Type Overhead Underground

AS3000 Maximum Demand

- Enter the maximum demand required at the premises as per the AS3000 Appendix C calculation

Phases Required

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

Preferred Supply Type

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

Unmetered Supply Details



UMS Purpose

- Select the type of Unmetered supply connection
- The selection includes:
 - Bus Shelter
 - Communications Equipment
 - Signage
 - Street Lighting
 - Traffic Signals
 - Other (If you select Other, you will receive an additional field to enter your purpose)

Nearest Energex Asset No.

- Enter the nearest Energex pole, pillar or transformer number if known.

Customer Site ID No.

- Enter the relevant customer's asset number if known e.g. bus shelter reference number.

Distance To Nearest Energex Asset (km)

- Enter the distance between the nearest Energex asset and the preferred unmetered supply location.

Time Of Use

- Select 12 hours or 24 hours.

Additional Request Information



If there is any additional information about the Enquiry that you wish to advise Energex, enter this information in Additional Request Information.

Attachments

Any relevant attachments can be tagged with a title from the drop down options.

Large Customer Connection

Contact Details

Select either Business or Individual. Business Name and ABN will be required if Business is selected. If Energex requires any further information to process your enquiry, we will contact the person listed in the Contact Details section.

Premises/Address Search

When submitting your Enquiry, you can search on existing premises or you can manually enter a new premises.

Search on an existing premises

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

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Search Again

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Manually enter a new premises

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Before you can submit your enquiry, 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 Premise Details

Additional Premises Details

Property Purpose: Please Select

Property Type: Please Select

Site Reference:

Preferred Supply Type: Overhead Underground

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

BA / DA No.:

Council Authority: Please Select

Property Purpose

- Select Business or Residential

Property Type

- The selection includes:
 - Commercial
 - Domestic Premises
 - High-rise
 - Multi-Unit Dwelling
 - Rural
 - Subdivision
 - Combined Commercial Residential
 - Industrial

Site Reference

- Enter the name for the premises e.g. Smith Tower

Preferred Supply Type

- Select Overhead or Underground

BA/ DA No.

- Enter the Building Application or Development Application Number if no existing supply is onsite. This number is supplied by the Building Certifier upon approval of construction plans

Council Authority

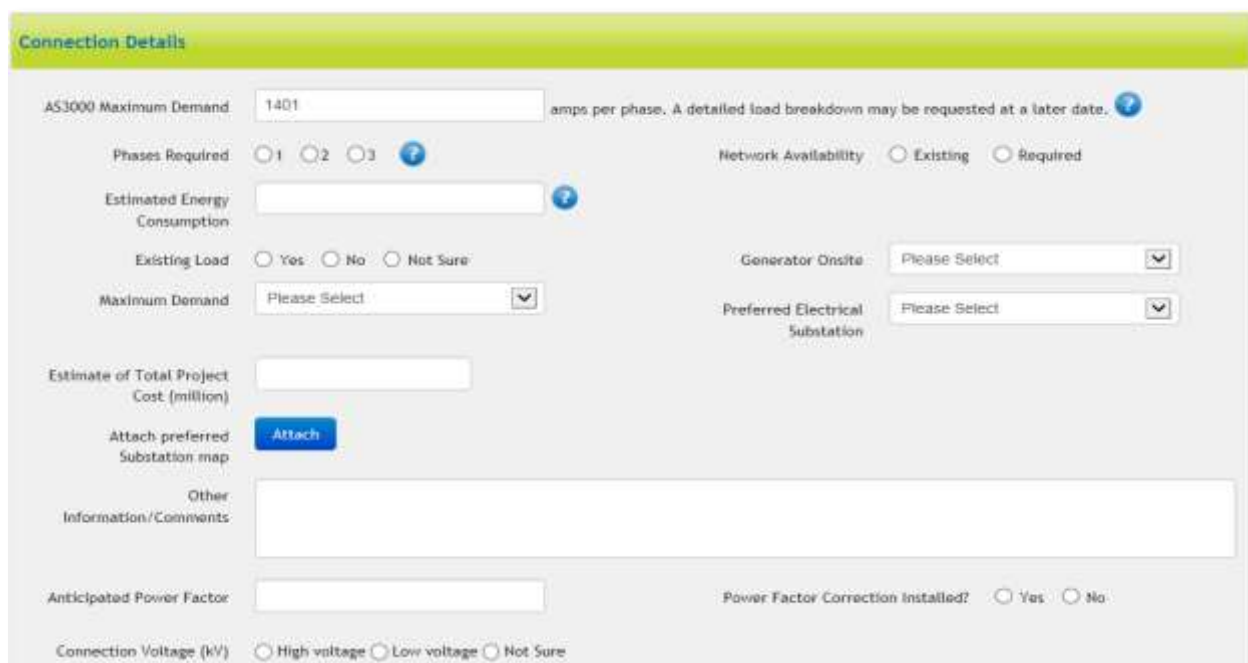
- If the BA/ DA number is supplied, this becomes a mandatory field. Select the relevant Council from the drop down options.

Site Information

- Provide contact details for construction site entry, hazards, traffic restrictions etc.

Connection Details

Please note: Additional Fields are not mandatory for submission however; the information will greatly assist Energex in providing a timely response to your enquiry.



AS3000 Maximum Demand

- Enter the maximum demand required at the premises as per the AS3000 Appendix C calculation

Phases Required

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

Network Availability

- Select either Existing or Required.

Estimated Energy Consumption

- Enter the estimated energy consumption per annum (MWh)

Existing Load

- Select Yes, No or Unsure.

Maximum Demand

- Advise how the maximum demand was determined.
- The selection includes:
 - Estimated
 - Calculated
 - Actual

Generator Onsite

- The selection includes:
 - Proposed
 - Existing
 - Not Applicable

Preferred Electrical Substation

- Select a preferred supply type.
- The selection includes:
 - Indoor Substation (GT)
 - Outdoor Substation (GT)
 - Pad Mounted Transformer (PMT)
 - Unknown

Estimate of Total Project Cost (million)

- This field accepts whole numbers only to a three digit value (no decimal point).

Attach Preferred Substation Map

- PDF attachments only.

Other Information/Comments

- Free form text field. Up to 500 characters can be entered.

Anticipated Power Factor

- If known enter the anticipated power factor.

Power Factor Correction Installed

- Yes or No
- If Yes is selected, a new field will appear *Power Factor Correction Method*.

Power Factor Correction Method

- This field is free form text. You can enter up to 500 characters.

Connection Voltage (kV)

- The selection includes:
 - High Voltage
 - Low Voltage
 - Not Sure

Property Type Details

This section will appear if Multi-unit Dwelling or High-rise are selected under the Additional Premise Details heading – Property Type.

No of Units

- Enter the total number of units to be connected

Hot Water System

- Enter the kW amount per Unit if relevant

Kitchen Stove (kW)

- Enter the kW measurement if relevant

Air conditioning (total capacity of)

- Split System (amps/kW)
- Ducted (amps/kW)

Connection Timings



Date Connection Required

- Select the required date for connection by clicking on the calendar icon next to the field.
- This field is to provide an indication only and does not guarantee connection on or before the selected date.

Detailed Staged Timeframe Attached

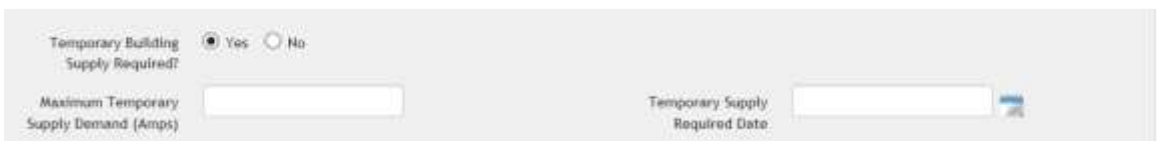
- Attach documentation relating to project stages and connection time frames.

Additional Timing Comments

- If there is any additional information about the timing requirements that you wish to advise Energex, enter this information in this field.

Temporary Building Supply Required

- Select Yes or No
- If Yes is selected additional fields must be completed.



Maximum Temporary Supply Demand (Amps)

- Enter the maximum demand in Amps
- If the maximum demand for a TBS exceeds 100amps per phase, a separate Enquiry must be submitted for this.

Temporary Supply Required Date

- Select the required date for connection by clicking on the calendar icon next to the field.
- This field is to provide an indication only and does not guarantee connection on or before the selected date.

Metering



This section will appear if Multi-unit Dwelling or High-rise are selected under the Additional Premise Details heading – Property Type.

HV Metering Required

- Select Yes, No or Not Sure

Bulk Metered Site

- Select Yes or No

LCC – Load Details

LCC - Load Details

Significant or Disturbing Loads? Yes No

Significant or Disturbing Loads?

- Select Yes or No
- If Yes is selected additional fields must be completed.

LCC - Load Details

Significant or Disturbing Loads? Yes No

Significant or Disturbing Loads

Type of Load? Significant Disturbing

Details

Size MW/MVAr

Type of Load	Details	Size	Units	Action
No significant or disturbing currently added.				

Attach All Specifications

Type of Load

- Select Significant or Disturbing

Details

- Enter the details for the equipment

Size

- Enter the power supply size specifications

MW/MVAr

- Select the measurement used.
- The selection includes:
 - MW
 - MVAr
 - kW
 - kVar

LCC

LCC

Indicative Network Charges Required?

Indicative Network Charges Required?

- Select when you require information relating to Network Charges.
- The selection includes:
 - Yes
 - At time of offer
- If Yes is selected additional fields must be completed.

LCC

Indicative Network Charges Required? ?

Authorised Demand Please Select ?

Energy Consumption Please Select ?

Anticipated Average Monthly Maximum Demand Please Select ?

The Peak Energy as a Proportion of Total (%)

Authorised Demand

- If known provide the Authorised Demand amount in kW or MW. If unknown please provide an estimate.

Energy Consumption

- Enter the Energy Consumption amount per annum in kW or MW.

Anticipated Average Monthly Maximum Demand

- Enter the average monthly maximum demand in kW or MW.

The Peak Energy as a Proportion of Total (%)

- Enter the percentage of peak usage.

Additional Request Information

Additional Request Information

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

If there is any additional information about the Enquiry that you wish to advise Energex, enter this information in Additional Request Information.

Attachments

Attachments

Tag ?

You currently have no attachments.

Any relevant attachments can be tagged with a title from the drop down options.

Declarations

Declarations

Would you like to progress this Enquiry application under Chapter 5 or 5A?

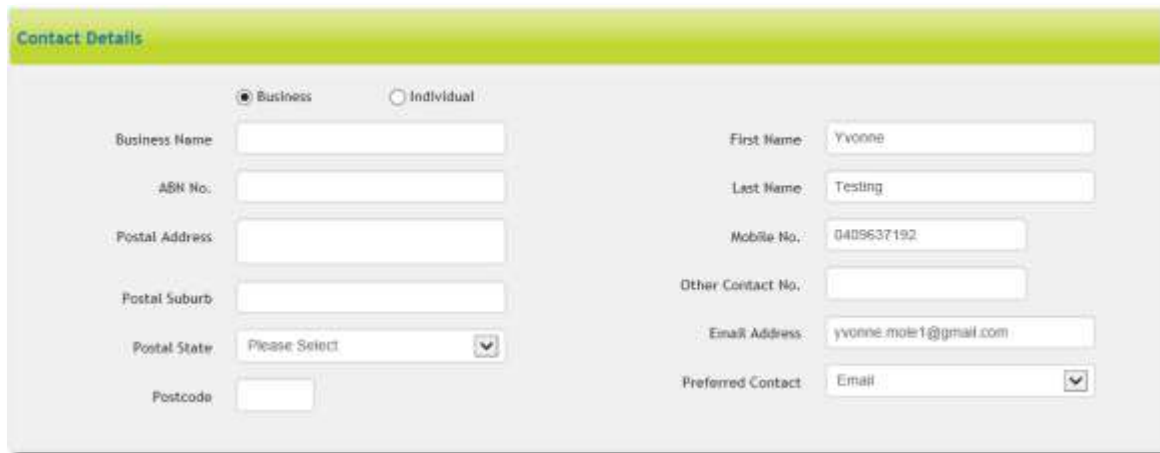
?

Would you like to progress this Enquiry application under Chapter 5 or 5A?

- This field will default to Chapter 5A.
- The process under Chapter 5A is simpler and used by most customers. The process under Chapter 5 is more detailed and is typically used only by National Electricity Market Registered Participants or for Generators of capacity >5MW.

Embedded Generation (incl. Solar) of 30kW or less

Contact Details



The 'Contact Details' form is a web-based interface for providing contact information. It features a green header bar with the title 'Contact Details'. Below the header, there are two radio buttons: 'Business' (selected) and 'Individual'. The form is divided into two columns of input fields. The left column includes: 'Business Name' (text box), 'ABN No.' (text box), 'Postal Address' (text box), 'Postal Suburb' (text box), 'Postal State' (dropdown menu with 'Please Select' and a downward arrow), and 'Postcode' (text box). The right column includes: 'First Name' (text box with 'Yvonne'), 'Last Name' (text box with 'Testing'), 'Mobile No.' (text box with '0409637192'), 'Other Contact No.' (text box), 'Email Address' (text box with 'yvonne.mole1@gmail.com'), and 'Preferred Contact' (dropdown menu with 'Email' and a downward arrow).

Select either Business or Individual. Business Name and ABN will be required if Business is selected. If Energex requires any further information to process your enquiry, we will contact the person listed in the Contact Details section

Electrical Contractor



The 'Electrical Contractor' form is a web-based interface for providing details of an electrical contractor. It features a green header bar with the title 'Electrical Contractor'. Below the header, there are two columns of input fields. The left column includes: 'EC Licence No.' (text box), 'First Name' (text box), and 'Last Name' (text box). The right column includes: 'Business Name' (text box), 'Mobile No.' (text box), and 'Email Address' (text box).

Enter the details for the Electrical Contractor if known.

Premises/Address Search



The 'Premises/Address Search' form is a web-based interface for searching for premises. It features a green header bar with the title 'Premises/Address Search'. Below the header, there is a search bar with the text 'Search by NMI, Meter Number, Address or Lot and Plan'. The search bar contains the text 'NMI' and a blue 'Search' button. Below the search bar, there is a link that says 'Unable to find the premises? Manually enter a new premises.'

When submitting your Enquiry, you can search on existing premises or you can manually enter a new premises.

Search on an existing premises

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

1. NMI - National Meter Identifier
2. Meter Number
3. Address
4. Lot and Plan

When you click on Search the premises will display. Click on the correct premises.

Address Search Results (click to select the correct address)

31200675991	SITE OFFICE BASEMENT LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200658483	TENANCY BLDG LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200128678	BASE BLDG LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200916890	SHOP/R4 LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200937607	SHOP/R3 LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139
31201335693	CROWN TENANCY SHOP/RR1 LOT: 1, 26 REDDA CLIFF ST NEWSTEAD 4006 PLAN: SP234139

Search Again

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

Manually enter a new premises

If the premises is not yet connected or you were unable to find the premises using NMI, Meter Number, Address or Lot and Plan, you can manually enter a new premises.

Before you can submit your enquiry, 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.

Installation

The screenshot shows a web form titled "Installation" with a sub-section "Site information". It contains several input fields: "Are Storage Batteries Installed?" with radio buttons for "Yes" and "No"; "Is this site Bulk Metered?" with radio buttons for "Yes" and "No"; "Energy Source" with a dropdown menu currently showing "Please Select..."; "Max Output Rating (kW)" with a text input field; "Total No. of Phases Onsite" with radio buttons for "1", "2", and "3"; and "Equipment Additional Info" with a large text area. A note below the text area states "Provide extra information about the equipment. Maximum 256 characters."

Are Storage Batteries Installed?

- Select Yes or No

Is the site Bulk Metered?

- Select Yes or No.

Energy Source

- The selection includes:
 - Solar PV
 - Wind
 - Solar – Thermal
 - Other
- If selecting "Other", a free form text field will appear:

This close-up shows the "Energy Source" dropdown menu with "Other" selected. To its right, a text input field labeled "Other Energy Source Details" is highlighted with a red border, indicating it becomes active when "Other" is chosen.

Other Energy Source Details

- Enter the type of energy source to be connected.

Max Output Rating (kW)

- This is the total of all inverter Maximum Rating's as defined in Australian Standard AS4777. If Solar PV already exists on the premises, enter the combined total of all inverters established and proposed.

Total No. of Phases Onsite

- Enter the current number of phases at the premises.

Equipment Additional Info

- If there is any additional information specific to the equipment, enter this information here. This field allows a 256 character maximum.

Additional Request Information

If there is any additional information about the Enquiry that you wish to advise Energex, enter this information in Additional Request Information.

Attachments

Any relevant attachments can be tagged with a title from the drop down options.

Embedded Generation (incl. Solar) of more than 30kW

Contact Details

Select either Business or Individual. Business Name and ABN will be required if Business is selected. If Energex requires any further information to process your enquiry, we will contact the person listed in the Contact Details section.

Premises/Address Search

When submitting your Enquiry, you can search on existing premises or you can manually enter a new premises.

Search on an existing premises

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

1. NMI - National Meter Identifier
 2. Meter Number
 3. Address
 4. Lot and Plan
- When you click on Search the premises will display. Click on the correct premises.

NMI	Description
31200675991	SITE OFFICE BASEMENT LOT: 1, 26 REDDACLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200658483	TENANCY BLDG LOT: 1, 26 REDDACLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200128678	BASE BLDG LOT: 1, 26 REDDACLIFF ST NEWSTEAD 4006 PLAN: SP234139
31200916890	SHOP/R4 LOT: 1, 26 REDDACLIFF ST NEWSTEAD 4006 PLAN: SP234139

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

Manually enter a new premises

If the premises is not yet connected or you were unable to find the premises using NMI, Meter Number, Address or Lot and Plan, you can manually enter a new premises.

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

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

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.

Connection Details



Connection Details

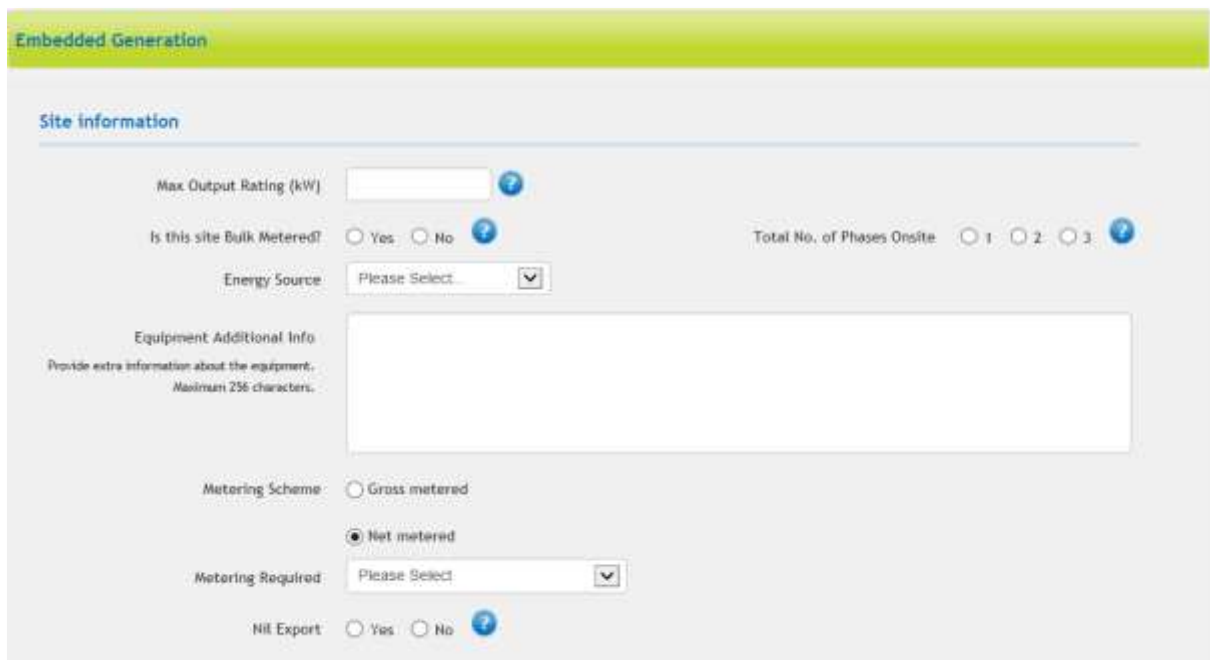
Generator Onsite: Please Select

Generator Onsite

- The selection includes:
 - Proposed
 - Existing
 - Not Applicable

Embedded Generation

Site Information



Embedded Generation

Site information

Max Output Rating (kW): [Text Field]

Is this site Bulk Metered? Yes No

Energy Source: Please Select

Equipment Additional Info: Provide extra information about the equipment. Maximum 256 characters. [Text Area]

Metering Scheme: Gross metered Net metered

Metering Required: Please Select

Nil Export: Yes No

Max Output Rating (kW)

- This is the total of all inverter Maximum Rating's as defined in Australian Standard AS4777. If Solar PV already exists on the premises, enter the combined total of all inverters established and proposed.

Is the site Bulk Metered?

- Select Yes or No.

Energy Source

- The selection includes:
 - Solar PV
 - Wind
 - Solar – Thermal
 - Other
- If selecting "Other", a free form text field will appear:



Energy Source: Other

Other Energy Source Details: [Text Field]

Other Energy Source Details

- Enter the type of energy source to be connected.

Total No. of Phases Onsite

- Enter the current number of phases at the premises.

Equipment Additional Info

- If there is any additional information specific to the equipment, enter this information here. This field allows a 256 character maximum.

Metering Scheme

- Select Gross Metered or Net Metered

Metering Required

- The selection includes:
 - HV Metering
 - LV Metering

Nil Export

- Select Yes or No

Storage Batteries

Are Storage Batteries Installed?

- Select Yes or No
- If 'Yes' is selected, additional questions will apply.

Storage Batteries

Are Storage Batteries Installed? Yes No

Storage Battery capacity (kWh)

Will the batteries be used to power Electric Vehicles? Yes No

Additional Battery Information (Make, Model etc.)

Wiring Diagram for the Storage Batteries Attached? Yes No

Storage Battery Capacity (kWh)

- Enter the Battery maximum capacity for storage in kWh.

Will the Batteries be used to power Electric Vehicles?

- Select Yes or No.

Additional Battery Information

- Enter any additional information that may be required for example make and model.

Wiring Diagram for the Storage Batteries Attached?

- Select Yes or No.

NOTE: Wiring diagrams must be provided if storage batteries are to be installed.


Equipment Details

NOTE: If 'Proposed' was selected for the Generator under Connection Details, additional fields must be completed.

No. of Units

- This field is system driven and will relate to the data entered when the Applicant selects Add Unit.
- The Applicant cannot manipulate this field.

Add Unit

- Click on Add Unit to add specific equipment detail.
- Additional fields will populate to provide additional fields for each piece of equipment:
 - Output of Units (kVA) – enter the output capacity in kVA.
 - Unit is Proposed or Existing – select an option from the drop down box.
- If multiple units are to be installed, click on Add Unit again to create another entry.
- If an entry is incorrect, click on the  icon in the top right corner of the entry to delete.

Type of System

- Synchronous Machine
- Induction (Asynchronous) Machine
- Inverter Connected Energy System

Purpose of System

- Please select which best describes the purpose of the equipment on the property.
 - Standby or back up power
 - Co-Generation
 - Customer demand management
 - Commercial – energy export or sale

Mode of Parallel operation

- Isolated – Not connected to the Energex Network and does not synchronise to the grid.
- Momentary Parallel Operation – Momentarily connects to and synchronises with the Energex Network for changeover between isolated mode and grid supply or vice versa (e.g. “make before break”, “seamless”, or “bumpless” transfer).
- Parallel, No export - Connects to and synchronises with the Energex Network for extended periods but no power is exported to the grid
- Parallel, Export - Connects to and synchronises with the Energex Network for extended periods. Power is exported to the grid. .

Registered Participant

- The customer intends to be registered with AEMO as a registered Participant (Embedded Generation > 5MWH to be registered with AEMO).
- Select Yes or No.
- If Yes is selected, a box will populate. Enter the Registered Participant Reference Number.

Registered Participant Reference No.	<input type="text"/>
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Equipment – Generating Forecasts

Total Hours of Operations per Annum	<input type="text" value="500"/>	Maximum Import Demand (kW) to Energex Network	<input type="text" value="0"/>
Maximum Export Demand (kW) to Energex Network	<input type="text" value="0"/>	Export Energy (kWh/MWh/GWh per annum)	<input type="text" value="0"/> kWh
Anticipated Power Factor at high load (eg. 0.85)	<input type="text" value="0.85"/>	Power Factor Correction Installed?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Total Hours or Operations per Annum

- Enter the hours forecast for operation of the equipment per annum.

Maximum Export Demand (kW) to Energex Network

- Enter the maximum export capacity in kW

Anticipated Power Factor at high load (e.g. 0.85)

- Enter the anticipated Power Factor rating to two decimal points.

Maximum Import Demand (kW) to Energex Network

- Enter the import demand forecast from the Energex Network to the site.

Export Energy (kWh/MWh/GWh per annum)

- Enter the export energy total per annum forecast.
- Select the relevant measurement from the drop down options.

Power Factor Correction Installed?

- Select Yes or No.

Equipment – Inverter/PV Information

Additional detail can be provided for the units added under Equipment Details.

NOTE: These fields are not mandatory.

Sites	1	
Equipment Details - Rating Info		
Operating Regime (hrs/yr)	<input type="text"/>	
Generator fuel type	<input type="text"/>	
Rated Power	<input type="text"/> Please Sele	<input type="button" value="v"/>
Rated voltage (V)	<input type="text"/>	
Rated Power Factor	<input type="text"/>	
Rated Current (A)	<input type="text"/>	
Efficiency	<input type="text"/>	
Equipment Details - Reactances		
Xd Direct axis synchronous	<input type="text"/> Please Sele	<input type="button" value="v"/>
Xq Quadrature axis synchronous	<input type="text"/> Please Sele	<input type="button" value="v"/>
X'd Direct axis transient	<input type="text"/> Please Sele	<input type="button" value="v"/>
X''d Direct sub axis transient	<input type="text"/> Please Sele	<input type="button" value="v"/>
X''q Quadrature axis subtransient	<input type="text"/> Please Sele	<input type="button" value="v"/>
Xl Leakage reactance	<input type="text"/> Please Sele	<input type="button" value="v"/>
X2 Negative sequence	<input type="text"/> Please Sele	<input type="button" value="v"/>
X0 Zero sequence	<input type="text"/> Please Sele	<input type="button" value="v"/>

Equipment Details - Transformer	
Connected Transformer Data Parameters	Please Select <input type="button" value="v"/>
Number of Units	<input type="text"/>
Voltage Ratio	<input type="text"/>
Rating (kVA)	<input type="text"/>
Connection (e.g. Dyn11)	<input type="text"/>
On Load Tap Changer Range	<input type="text"/>
Type of neutral earthing	<input type="text"/>
Impedance (%)	<input type="text"/>

Equipment Details - Time Constraints	
Open Circuit Transient - Direct Axis T'do (seconds)	<input type="text"/>
Short Circuit Transient - Direct Axis T'd (seconds)	<input type="text"/>
Open Circuit sub-transient - Direct Axis T''do (seconds)	<input type="text"/>
Short Circuit sub-transient - Direct Axis T''do (seconds)	<input type="text"/>
Open Circuit Sub-transient - Quadrature Axis T''qo (seconds)	<input type="text"/>
Short Circuit Sub-transient - Quadrature Axis T''qo (seconds)	<input type="text"/>
Armature time constant - Ta	<input type="text"/>
Rated Reactive output at maximum load (MVars)	<input type="text"/> Please Sele <input type="button" value="v"/>
Method of voltage control	<input type="text"/>
Governor Type	<input type="text"/>
Type of Neutral Earthing	<input type="text"/>

Attach Documents

Design Certification Report	<input type="button" value="Attach"/>
Certificate of Conformity to AS4777.2	<input type="button" value="Attach"/>
Single line diagram	<input type="button" value="Attach"/>
Protection Drawing showing relay types and settings	<input type="button" value="Attach"/>
Operating regime - Output profile	<input type="button" value="Attach"/>
Manufacturer's Specification data sheet	<input type="button" value="Attach"/>

Provide any attachments that relate to the titles provided.

NOTE: If the correct tag is not present, add the attachment further down. A number of different options can be selected from the drop down box to title the attachment

Connection Timings

Connection Timings

Date Connection Required

Detailed Staged Timeframe Attached

Additional Timing Comments

Date Connection Required

- Click on the calendar icon next to this field to select a date.
- Project timing will be confirmed by Energex.

Detailed Staged Timeframe Attached

- Add an attachment detailing the timeframe if the development will be completed in stages.

Additional Timing Comments

- This is a free form text field. Provide any additional details that may be relevant.

Designs

Designs

Contestable work (Design and construction)

Contestable Work (Design and Construct)

- Make a selection from the drop down options, the selection includes:
 - Energex Design, Construct and Own
 - Customer Design, Construct and Energex Own
 - Unsure at this stage (Enquiry Only)
- Quotes for services will be provided when available and will only be indicative in nature at this stage.

Additional Request Information

Additional Request Information

Additional Request Information

Provide extra information about this request.
Maximum 500 characters.

If there is any additional information about the Enquiry that you wish to advise Energex, enter this information in Additional Request Information.

Attachments

Any relevant attachments can be tagged with a title from the drop down options.

Declarations

Would you like to progress this Enquiry application under Chapter 5 or 5A?

- This field will default to Chapter 5A.
- The process under Chapter 5A is simpler and used by most customers. The process under Chapter 5 is more detailed and is typically used only by National Electricity Market Registered Participants or for Generators of capacity >5MW.

Submit the Enquiry

When you submit the Enquiry you will receive a CX reference number that ends in Q.

NEED TO KNOW

You can search on your CX reference under MyCONNECT search, or via the MyHome page.

An Energex representative will respond to your Enquiry within 20 business days.