

# Energex Electrical Partners Portal User Guide

Connect Applications



## Version Control

Version	Date	Description
1.0	31/01/2020	Initial
1.1	11/11/2020	Updates to Service Selection and Online Payment section
1.21	11/03/2021	Updates to Premise Details SGA and EGS selections

## 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 (7am to 5:00pm, Monday to Friday)

Telephone interpreter service 13 14 50

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# Basic and Negotiated Connections

## Submitting a Connect Application

This document outlines how to submit a Connect Application. It covers Basic, Negotiated, Embedded Generation (including Solar), and Large Customer Connections (LCC). There are user guides available for the Electrical Partners Portal for: EWRs, Connect Application, and Enquiry.

## Do You Need a Basic, Negotiated, or LCC Connect Application?

A **Basic Connect** Application relates to a connection with a maximum demand that is **under 100amps per phase**. If the request is for a New Connection or an Upgrade the network must also be considered “existing” to meet basic requirements.

A **Negotiated Connect** Application is required when submitting for **greater than 100amps per phase** but **less than 1400amps per phase**. To submit a Negotiated Connect directly you must know that the network supply you have requested is available.

A **Large Customer Connection (LCC)** Connect Application is required where the amps per phase required **exceed 1400amps per phase**. In this instance extra information is required in addition to a standard Negotiated Connect.

## Does Your Application Require an Enquiry First?

In some cases, it is better or required to raise an Enquiry prior to submitting a Connect Application. If your request is for Embedded Generation over 30kW then you are **required** to submit an Enquiry first.

If you are unsure if 3 phase is available or the increase/connection amps you require may not exist at the site of the connection, you can submit an Enquiry first for investigation.

## When Can You Submit a Negotiated Connect without an Enquiry?

If you are aware that the **supply is available already** at your premise (e.g. you have a 200amp connection and are simply replacing a property pole or moving a POA) you can move directly to a Negotiated Connect without previously submitting an Enquiry.

## Progressing an Enquiry to an Application

If you did previously submit an Enquiry and the amount of supply you have requested has been approved. You will be given the opportunity to “Progress to Application”

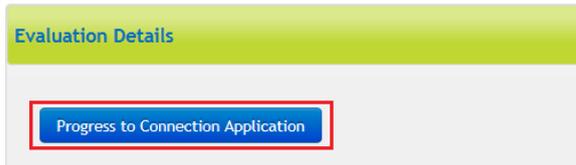
1. Locate your original Enquiry job using the address or reference (e.g. CX19ABC000000Q) and confirm the status is at “Completed”:

Reference ?	Service Type	Premises
CX [REDACTED]	Enquiry	[REDACTED]
Completed	Supply Availability	

2. Once you have found the job at the correct status, click the “view” button:

Reference ?	Service Type	Premises	Assigned To User (Group)	Date	Actions
CX [redacted] Completed	Enquiry Supply Availability	[redacted]	[redacted]	Submitted On 24/06/2019 2:21 PM	View

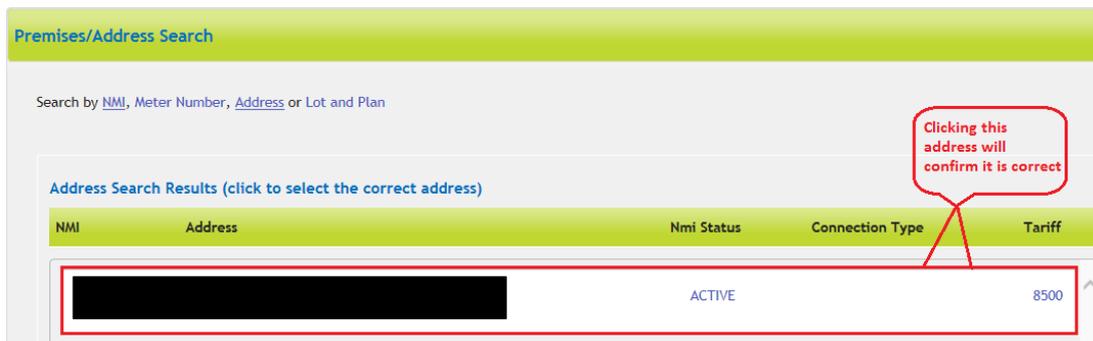
3. Under the “Evaluation Details” banner there will be a new blue button “Progress to Application”:



4. When you click the button a Connect will load with the below:

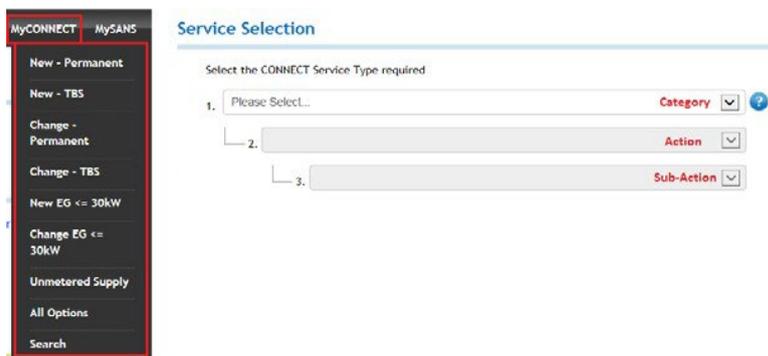
- Service Selection pre-populated
- Address search results showing your NMI
- AS3000 maximum demand and Phases populated
- Network availability pre-populated

Ensure you have selected the address given (as per below example) and complete the additional empty fields before submitting.



NMI	Address	Nmi Status	Connection Type	Tariff
[redacted]	[redacted]	ACTIVE	[redacted]	8500

## Filling in Your Connect Application



To start a new Connect Application without putting an Enquiry in first, go to the MyConnect menu on the portal home bar and either: choose a type from the drop down options or pick “All Options” to manually select your service. If you think the work you want to do is missing, try going to MyEWR – your work may not require a Connect Application to complete

# Service Selection Types

## New Connection

This service type should be used for a property that has never been connected to the network before or if you need to move a construction supply to a permanent location (and vice versa).

Under this service type you have two options:

- Temporary Builders Supply
- Permanent Supply

If you need to move a TBS to Permanent (or the reverse) you will need a new NMI. You can use the Connection Application as your indication one is required.

## Change an Existing Connection

This service type should be used if you are making any changes to an existing supply (either Temporary or Permanent) including increase in phases or supply.

Under this service type you have two options:

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

## Provision of Unmetered Supply

This service type should be used if you are contracted to do works for a company or Government body that requires unmetered supply (e.g. streetlights, NBN, etc).

## Requesting Non-Domestic Load Control

An Electrical Contractor (EC) or applicant can lodge a request for non-domestic load control via the Electrical Partners portal by lodging either a New Connection or EWR, depending on the customers circumstances.

The following network tariffs are considered non-domestic load control tariffs:

- Small Business Primary Load Control (5700)
- Large Primary Load Control (5800)
- Large Secondary Load Control (5900)

When to submit an:

EWR	Connect Application
<p>Existing customers who wish to forfeit their existing Primary/General supply network tariff/s</p> <p style="text-align: center;">OR</p> <p>Existing customers wishing to request <b>the Large Secondary load</b> control tariff – 5900</p>	<p>Customers who wish to retain their existing Primary/General Supply network tariff/s</p> <p style="text-align: center;">AND</p> <p>add another connection to take advantage of the Primary Load Control tariff options.</p> <p>An EWR will also be required</p>

## How to Lodge a New Connection Request for Non-Domestic Load Control

1. Select the relevant Service Selection:

- **New Connection**
  - Permanent Supply
- **Change to an Existing Connection**
  - Relocate/Increase an existing Permanent Connection

2. Complete the New Connect Form as required:

It is important that the **AS3000 Maximum demand** field is completed accurately to ensure the request is assessed appropriately.

Non-domestic load control is selected in the following sections:

- Connection Details section
  - Select **Yes** to request non-domestic load control (Primary load control or Large Secondary loadcontrol).

3. Complete the declaration and submit the Connect.

## How to Lodge an EWR to Request Non-Domestic Load Control

1. Complete the EWR as required
2. The new non-domestic load control tariffs are only available to **Business** customers; therefore, non-domestic load control tariffs are only available if the **Installation Type = Business**
3. Select the button **Select Tariff Code(s)**:

Choose the desired tariff – a warning message will appear to confirm the applicant is aware of the tariff's constraints.

The screenshot displays the 'Connect' application interface. At the top, there is a search bar with the text 'Search by NMI, Meter Number, Address or Lot and Plan'. Below this, there is a form with a text input field containing 'Wind'. A dropdown menu is open, showing a list of addresses in Queensland, including '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', and 'WINDRED LANE CONONDALE QLD 4552'. To the right of the search bar, there is a notification box with the following text: 'Important: Connection to a Primary Load Control tariff will result in the removal of all existing tariffs onsite (exclusive of Embedded Generation). Supply will be available for a minimum 18 hours per day, but times when supply is available is subject to variation at the absolute discretion of the distribution entity.' Below the notification box is a 'Close' button.

4. Complete the remainder of the form and submit.

## Embedded Generation (Including Solar)

This service type should be used when you are installing or changing an embedded generation device on a premise.

Under this service type you have a few options (refer to [Embedded Generation Service Selections](#) for more detail):

- Initial Installation
- Increase Generator (Inverter) Capacity
- Replace Current System (With Increase of Capacity)
- Replace Current Inverter (No Increase of Capacity)
- Increase Panel Capacity
- Add storage batteries

For some actions you may be asked to then choose if your installation is for  $\leq 30\text{kw}$  or  $>30\text{kw}$ .

## Premise/Address Search

The Premise/Address search is available via 4 different options:

Search by [NMI](#), [Meter Number](#), [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 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.

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

Unable to find the premises? Manually enter a new premises. 1

Address Search Results (click to select the correct address)

NMI	Address	Nmi Status	Connection Type	Tariff
		ACTIVE		8500

Request New NMI Search Again 2

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

## Manually Enter a New Premises

WINDORAH ST STAFFORD QLD 4053

WINDON CL KOORALBYN QLD 4285

WINDORAH ST STAFFORD QLD 4053

WINDOW RD CANINA QLD 4570

Enter Street and Suburb/Postcode **WINDORAH ST STAFFORD QLD 4053** ✓ ?

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**

If your search for an address shows all properties greyed out, you can either manually enter a new premise (1) or request a new NMI (2).

Address Search Results (click to select the correct address)

NMI	Address	Nmi Status	Connection Type	Tariff
[REDACTED]	[REDACTED]	ACTIVE		8500
[REDACTED]	[REDACTED]	ACTIVE		8500
[REDACTED]	[REDACTED]	ACTIVE		8500
[REDACTED]	[REDACTED]	ACTIVE		8500

**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.

## Premise Details – New Connections

**Premises Details**

NMI: [Redacted]

Property Title: [Redacted]

Unit Type: [Redacted]

Unit No.: [Redacted]

Lot No.: 21

Plan No.: [Redacted]

Street No.: 4

Street Name: [Redacted]

Street Type: Avenue

Suburb: [Redacted]

[Edit Premises Details](#)

**Additional Location Information**  
Provide extra information about the premises location. Maximum 70 characters.

[Redacted]

This application is for a proposed SGA Site:  Yes  No ?

This application is for the following NMI:  Retail Customer  SGA

Registered Market Participant: [Redacted]

Other NMI Connected:  Yes  No

Other NMI required to be created at same address:  Yes  No

### This Application is for a proposed SGA Site

Select Yes or No to advise if site is Small Generator Aggregator or not. This field is mandatory.

- No is the default selection, and other related fields will not be visible
- If Yes is selected, the following field will appear:

### This application is for the following NMI

- If selecting Retail Customer, go to Other NMI Connected
- If selecting SGA, go to Registered Market Participant

### Registered Market Participant

From the drop-down list, Select the relevant registered SGA Market Participant for the site.

### Other NMI Connected

This field is optional. Please enter the related NMI in the Additional Location Information field, just below the Suburb field.

## Premise Details – Embedded Generation

For Embedded Generation applications Additional Address and Location Details are similar to a New Connection applications, except there is no option to select an SGA or Retailer NMI; However, there are new fields to advise if the premise is for Embedded Generation Sharing (EGS) at a Multi-Tenancy installation.

### This Application is for proposed EGS Site at a Multi-Tenancy installation

If this is the primary NMI where the solar sharing device is installed, select Yes.

If you select Yes, drop down the NMIs related to the same multi-tenancy installation (these will auto-populate) and select the relevant NMIs, which are participating in the EGS scheme at this site. These can be selected individually, or via a Select All option.

### Additional Premises Details

This section will appear as an additional request for information if you're applying for a New Connection on your Connect Application. It requests some basic information about the premises including: Property Purpose, Property Type, Council Authority, and the Preferred Supply Type.

## Pumps and Equipment Section

If 'Yes' is selected for Non-domestic Equipment Required and Pumps Required, additional fields will display that need to be completed. Some fields for this section of the portal are mandatory and will prompt the applicant if they are not completed correctly.

Failure to add details in these sections when required will slow down the application assessment process.

## Pumps and Equipment Portal Screen

The screenshot displays two sections of the portal. The top section is for 'Non Domestic Equipment required?' with a radio button selected for 'Yes'. It features a table with columns: Equipment, No., Size, Size Units, No. of Phases, New or Existing?, Type of Starter, Daily Usage (hours), No. of starts per hour, Avg. Annual Usage (days), Motors Running Simultaneously, Restart Method, Delay (mins), and Power Factor. An example row shows 'Air Compressor' with values: 1, 1, hp, 1, Existing, a, 1, 1, 1, 1, Auto, 1, 0.9. Below the table is an 'Add Equipment' button.

The bottom section is for 'Pumps Required?' with a radio button selected for 'Yes'. It features a table with columns: Proposed Start Method, Size, Size Units, Running Current, Start-up Current, Starts per day, New or Existing?, Daily Usage (hours), Avg. Annual Usage (days), Restart Method, Delay (mins), and Power Factor. An example row shows 'Please Select...' with values: 2, hp, 2, 2, 2, Existing, 2, 2, Manual, 0.9. Below the table is an 'Add Pump Details' button.

The following table includes information on certain fields that require a considered response.

Field	Description
<b>Size</b>	<ul style="list-style-type: none"> <li>Enter the Equipment or Pump size (numeric).</li> <li>This is a mandatory field.</li> </ul>
<b>Size Units</b>	<ul style="list-style-type: none"> <li>Select the appropriate unit of measure from the drop-down box: 'hp', 'kW' or 'kVA'.</li> <li>This is a mandatory field.</li> </ul>
<b>Restart Method</b>	<ul style="list-style-type: none"> <li>Select the relevant Restart Method from the drop-down box: Null, Manual or Automatic.</li> <li>If the "Restart Method" is 'Manual' or 'Null' the 'Delay (mins)' value is not required.</li> <li>If the Restart Method is "Automatic", please enter the Delay in minutes (use a value between 0 to 120).</li> <li>This is a mandatory field.</li> </ul>
<b>Delay (mins)</b>	<ul style="list-style-type: none"> <li>If the Restart Method is "Automatic", please enter the Delay in minutes (use a value between 0 to 120).</li> <li>'Delay (mins)' only applies if the 'Restart Method' value selected is 'Automatic' – in which case the value must be in the range 1 to 120.</li> <li>If the "Restart Method" value selected is 'Manual' or 'Null' the 'Delay(mins)' value is not applicable and will default to 'Null' required'.</li> <li>This is not a mandatory field.</li> </ul>

Field	Description
<b>Power Factor</b>	<ul style="list-style-type: none"> <li>If the size of the Equipment or Pump was provided in 'kW' or horsepower (hp), please enter the 'Power Factor' of the Equipment or Pump with a value of 0 to 1 and up to 2 decimal places.</li> <li>'Power Factor' is a mandatory field if the 'Size Units' value selected is 'kW or hp'. The default value will be set to 0.9 if not updated. A 'Power Factor' is not required when the 'Equipment or Pump size is provided in 'kVA' and will default to 'Null'.</li> </ul>

## Connection Details

There are different levels of requirements for the Connection Details Section:

- Red** – Compulsory Information
- Blue** – Compulsory for New Connection only
- Green** – Preferred, but not required information

**Connection Details**

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

Phases Required  1  2  3 ?

Network Availability  Existing  Required

Pole/Pillar No.

Number of Connections required at this point   
If this is a bulk metering site, please respond with "1" to the Number of connections.

**NB: Field only visible on New Connection Connect Applications**

## Additional Fields – Negotiated Connect

If you fill in your AS300 Maximum Demand as over 100amps additional fields will appear for you to fill as part of a 'Negotiated Connect Application'. Within the additional fields there are two requirements:

- Red** – Compulsory Information
- Green** – Preferred, but not required information

Estimated Energy Consumption  MWh per annum

Existing Load  Yes  No

Maximum Demand  Please Select

Generator Onsite  Please Select

Preferred Electrical Substation  Please Select

Estimate of Total Project Cost (million)

Attach preferred Substation map

Other Information/Comments

Bulk Metered Site  Yes  No

## Connection Timings – Negotiated Connect

If you fill in your AS300 Maximum Demand as over 100amps the Connection Timings section will appear for you to fill as part of a 'Negotiated Connect Application'. Within the additional fields there are two requirements:

- Red** – Compulsory Information
- Green** – Preferred, but not required information.

## Multiple NMI Creation

If you fill in the 'Number of Connections' field in the **Connection Details** section, a new section for Multiple NMI Creation will appear for you to fill as part of a 'Negotiated Connect Application'. Additionally, next to the Number of Connections field a request for Max Demand for NMI & Site will become visible.

Within the additional fields there are two requirements:

- **Red** – Compulsory Information
- **Green** – Preferred, but not required information

Number of Connections required at this point:  If this is a bulk metering site, please respond with "1" to the Number of connections.

Max Demand for NMI:

Max Demand for Site:

### Multiple NMI Creation

Property Title:

Building Name:

Building Number:

Unit Type:

Unit No. Range:

Floor No.:

Level No.:

Additional Information  
Provide extra information about the premises location, for example information on the mixture of shops and units etc. Maximum 70 characters.

Lot No.:

Plan No.:

Street No.:

Street Name:

Street Type:

Suburb:

#### Contact Details

Name:

Mobile No.:

Other Contact No.:

Email Address:

## Applicant

The 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.

In this section you can choose the type of Applicant from the drop-down menu and select your group.

### Applicant

Applicant Type:

Group:

Business  Individual

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

**Group**  
This is the group the application will be associated to. If you are associated with multiple groups, please select the correct group.

If you are a member of multiple groups select the appropriate one for the job you are submitting.

## Retail Customer

This section refers to the person who is responsible for the Electricity Account at the premises where the Connect Application is being submitted. It could be a Business, a Builder, or a residential customer.

There is an option to utilise the Applicant Details as the Retail Customer by ticking the provided box. Otherwise all fields are compulsory (with the exception of contact details where only a mobile or email needs to be provided)

Use Applicant Details - only if applicant is the Retail Customer

## Attachments

It is not mandatory to submit an attachment on your Connect Application. 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.

## Declarations

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

## Expedite Application

The Expedite Application is only available for Basic or Standard Connect Applications, and the option is not available for Negotiated Agreements.

**Expedite Application**

I elect to expedite (at no additional cost), and certify that I am authorised by the Customer to accept the terms and conditions of the model standing offer, (viewable at [energex.com.au](http://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.

**You only need to tick this if you want to expedite your application. This means that you accept that Model Standing Offer provided by Energex**

## 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.

## 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.

I have read and accept all terms and conditions. **You must tick this box to proceed with the application**

## 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.

**Save** **Submit**

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** x

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

**Ok** **Cancel**

If you need to find your Connect Application again, go to your MyHome screen and look for the

<b>MyHome</b>	MyProfile	MyEWR	MyMEG	MyEnquiry	MyCONNECT
<b>CONNECT</b>					
Under Offer	0	Offer Accepted	0	EWR In Progress	0
<b>Saved</b>	<b>0</b>	Open Enquiries	0	Awaiting EnergeX	0
<a href="#">View Recent</a>   <a href="#">View All</a>					

'Saved' section in your Connect Dashboard.

### 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.

**Submit** **Save**

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

**Thank you for your CONNECT application.**

The CONNECT reference is: CX [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](http://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.

## Errors

If you miss a field that is compulsory for the submission of a Connect Application, when you attempt to submit the form will error and show you at the top of the screen what is missing.

### CONNECT

Please correct the following errors before submitting the CONNECT:

- ⚠ Connection Details : Generator Onsite is required.
- ⚠ Connection Details : Existing Load is required.

The missing fields will also be highlighted with either a hazard triangle or in red

Estimated Energy Consumption	<input type="text"/>	MWh per annum	
Existing Load	<input type="radio"/> Yes <input type="radio"/> No		⚠
Maximum Demand	Calculated		▼
Generator Onsite	Please Select		▼ ⚠
Preferred Electrical Substation	Please Select		▼

*Any fields that are preferred (but not required) information will not error when you attempt to submit. This is visible in the above screen shot where 'Estimated Energy Consumption' and 'Preferred Electrical Substation' are not completed, but not showing errors.*

## Search

Searching for a Connect Application can be done by going to the MyConnect Menu and choosing the 'Search' option. This will bring up a Connect Search form.

**MyCONNECT** Links

- New - Permanent
- New - TBS
- Change - Permanent
- Change - TBS
- New EG <= 30kW
- Change EG <= 30kW
- Unmetered Supply
- All Options
- Search**

### CONNECT Search

Reference Number  Street Name  Suburb

NMI  Lot No.

Status  Plan No.

Contract Type  Type

Date Range (submitted)  
From  to

## Quick Search

Alternatively, if you know the Connect Reference number you can do a quick search using the toolbar. For this search, type the reference number into the box with the magnifying class and make sure the 'Connect' radio button is selected.

MyCONNECT Links Reference Support

CX [redacted]

- EWR
- MEG
- CONNECT**

## Search Within

If you've done a search using the Connect Search form, but there are too many results to manage you can search within those results.

### Connect Search Results

Your search returned **105** results  
Can't find what you want? [Refine](#) your current search. [search within](#) the results or start a [new search](#).

By choosing this option a new search form will appear to allow you to narrow the results within the original results found.

### Connect Search (within existing results)

▼ You are currently searching within **105** existing results.

[Basic Search](#)

By adding additional information you can get a more specific result.

### CONNECT Search Results (within existing results)

Your search returned **2 results** from within your **previous search of 105 results**.

## Refine Your Search

Alternatively, if you believe you can better search criteria to your original search you can choose to 'Refine' the search you had just done.

### Connect Search Results

---

Your search returned **105** results  
Can't find what you want? [Refine](#) your current search, [search within](#) the results or start a [new search](#).

By choosing the option to refine you will be taken back to the original search form with your original information still populated. Here you can add more information to narrow the search or alter the initial information you provided.

### Connect Search Results

---

Your search returned **6** results  
Can't find what you want? [Refine](#) your current search, [search within](#) the results or start a [new search](#).

# Negotiated Connect – Additional Info

When a Negotiated Connect is submitted there are some additional functions that are only relevant to the Negotiated Connect Application. These are outlined below.

## Request for Further Information

When assessing your Connect Application Energen 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 Application.

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
CX [REDACTED] Further Information Required Negotiated - AA - SC	Addition or Alteration to an Existing Connection <a href="#">more...</a>	[REDACTED]		Submitted On 4/10/2019 1:34 PM	<a href="#">View</a>

## Edit Application

Once you've selected to view the application your Connect will open and display the current information that has been provided to Energen. The second section down will show 'Evaluation Details' and include the Further Information Required by Energen and an 'Edit Application' button:

### Evaluation Details

Further Information Required	Energen know this premises as 2 Phases, please amend for assessment and contract purposes.
------------------------------	--

[Edit Application](#)

When you click the 'Edit Application' button the majority of the Connect Application will be able to be amended based on the request made by Energen.

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

## Resubmit Application

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 'Submit Application' button at the bottom of the screen.

### Further Information Notes

Please leave a note summarising the changes you made before re-submitting your Application.	Updated number of phases to 2
---	-------------------------------

## 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':



The screenshot shows a green header bar with the text "Evaluation Details". Below the header, there is a button labeled "Pay Project Assessment Fee" with a red border.

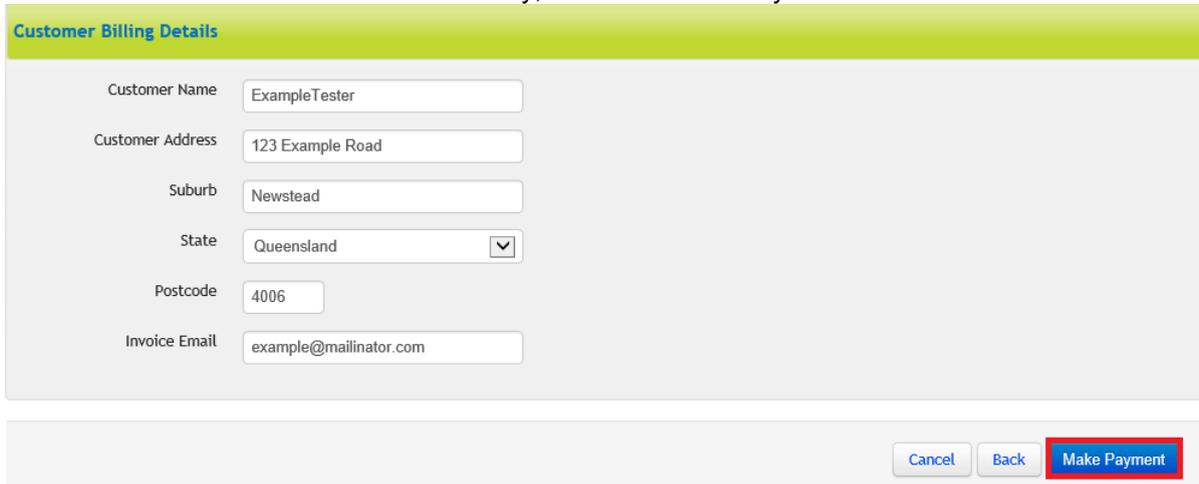
Payments can be made via credit card or via invoice. In order to ensure that the job continues progressing you will need to select Online Payment (credit card) or Pay by Invoice. Once you've selected, click 'Next':



The screenshot shows a green header bar with the text "Select Payment Method". Below the header, there is a dropdown menu labeled "Payment Method" with the text "Please Select..." and two options: "On-Line Payment" and "Pay By Invoice". Below the dropdown menu, there is a tip box that says "Tip! If Pay By Invoice, an Energex Tax Invoice will be emailed within 6 business days." At the bottom right, there are two buttons: "Back" and "Next" (highlighted with a red border).

## 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':



The screenshot shows a green header bar with the text "Customer Billing Details". Below the header, there are several input fields: "Customer Name" (ExampleTester), "Customer Address" (123 Example Road), "Suburb" (Newstead), "State" (Queensland), "Postcode" (4006), and "Invoice Email" (example@mailinator.com). At the bottom right, there are three buttons: "Cancel", "Back", and "Make Payment" (highlighted with a red border).

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, please close the BPOINT window and return to your Application to select Pay by Invoice'.

## 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.

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.

Account Name	(with a mandatory tip: 'If you have a current Energex Customer Number, please enter your current Customer Account Name. Otherwise enter the name to be invoiced.')
ABN	(with a tip: 'Please ensure ABN is correct and matches with Account Name above. To check, use [ABN Lookup page](#)')
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

At the bottom right are 'Cancel' and 'Next' buttons.

## 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.

## Accept Offer

If a Connect Application is not expeditated and the offer automatically Accepted via the terms and conditions in the Portal, an offer will need to be made and accepted manually. When Energex is ready to provide an offer on a Connect Application, they will issue the Offer via the Portal where an Applicant can then View the offer made. The acceptance can be done online or via a print/sign method.

## View Offer

When an offer is provided the Applicant will receive a notification that includes the relevant CX reference number. You can use this reference to search via the Portal and bring up the Connect Application.

On the drop-down menu (click the down arrow) select 'View Offer' (shown in the blue box) to bring up the issued offer from Energex:

**CONNECT Search Results**

Your quick search returned 1 result.  
Can't find what you want? Click [here](#) to do an advanced search or start a [new search](#).

Reference ?	Service Type	Premises	Assigned To User (Group)	Date	Actions
CX [REDACTED] Offer Negotiated - AA - SC	Addition or Alteration to an Existing Connection <a href="#">more...</a>	[REDACTED]		Submitted On 4/10/2019 1:34 PM	Offer View View Offer Copy

The Offer will start with a letter explaining what is contained in the document (example below):

Application Reference – CX19EXA0031244A  
WR: 123456

Applicant  
123 EXAMPLE RD  
HOLLAND PARK QUEENSLAND 4121

2019-10-08

Dear Applicant,

**Offer to connect small metered load**

Thank you for your application to connect your small metered load at QB123456789 LOT: 74 456 EXAMPLE ROAD NEWSTEAD to the distribution system owned and operated by Energex Limited (**Energex**).

Based on the information you provided, together with relevant negotiations, we attach a connection offer comprising the attached:

Part A – Premises-specific details  
Part B – General terms & conditions



## Online Acceptance

In order to accept the offer issued online, in the drop-down menu select the option 'View' (outlined in blue):

**CONNECT Search Results**

Your quick search returned 1 result.  
 Can't find what you want? Click [here](#) to do an advanced search or start a [new search](#).

Reference ?	Service Type	Premises	Assigned To User (Group)	Date		Actions
CX [REDACTED] Offer Negotiated - AA - SC	Addition or Alteration to an Existing Connection <a href="#">more...</a>	[REDACTED]		Submitted On 4/10/2019 1:34 PM		<div style="border: 1px solid red; padding: 2px;">           Offer ▾  <span style="border: 1px solid blue; padding: 2px;">View</span>            View Offer            Copy         </div>

The Connect Application will load and visible in the Information section will be the 'Accept Offer' and 'View Offer' Buttons, click the 'Accept Offer' button in order to accept the offer issued online:

**Information**

Reference Number: CX [REDACTED]  
 Status: Offer  
 Status last updated: 8/10/2019 9:15 AM  
 Contract Type: Negotiated - AA - SC  
 Service Type: Addition or Alteration to an Existing Connection [Show Service Selection](#)  
 Contract Method: Manual Contract ?

Accept Offer
View Offer

Please either accept online, or print, sign and return the offer to the Energex address shown on the offer.

Created By: [REDACTED]  
 Submitted By: [REDACTED]  
 Assigned To: [REDACTED]

## Print and Sign Acceptance

If you do not wish to accept the offer online (i.e. digitally) you have the option to print, sign, and return the offer physically to Energex. Below is a snippet example of the Execution Page of the issued offer for use when printing and signing the document physically.

**EXECUTION PAGE**

The *Retail Customer* hereby accepts the terms and conditions outlined in the *connection offer* (Application Reference No. CX [REDACTED]).

Where signed by an agent on behalf of the *Retail Customer*, that agent warrants that the *Retail Customer* is aware of the terms of the *connection offer* and has authorised that person to accept this *connection offer* on their behalf. That person must also ensure that the *Customer* is fully informed of the details of this *connection offer* and the *contract*.

Executed for individuals

Signature _____	Witness signature _____
Print Name _____	Print name _____
Date _____	Date _____

# Large Customer Connection (LCC)

## Extra Information for LCC

When an LCC is submitted there are some additional functions that are only relevant to the LCC Connect Application. These are outlined below.

## Ongoing Operation Contact

When a request exceeds a maximum demand of 1400amps per phase, additional application requirements apply. The Applicant is required to provide a Primary and Secondary Contact for the application, including address and contact information as outlined in the screen shot below:

## Load Details

Additional questions for load details will load when answering “Yes” to the question ‘Significant or Disturbing Loads?’

The questions asked (as per below screen shot) are preferred but not mandatory information in order to submit the LCC Application.

Once you have completed the additional fields you would click the ‘Add Load’ button to link the significant/disturbing load to the Application. You can then remove the load by clicking ‘Delete’ if an error was made and add a different or modified load.

Type of Load	Details	Size	Units	Action
Significant	Compressor	5	MW	Delete

### **Additional Fields Required**

As part of the LCC application there are also five additional fields that are required in order to successfully submit the application:

#### **Authorised Demand**

- Enter the highest 30-minute average demand expected after diversity for a 12 month period
- Select the correct demand measurement. The selection includes:
  - kVA
  - MVA

#### **Energy Consumption**

- Enter the estimated energy consumption per annum – for generators enter the estimated energy production per annum in this field.
- Select the correct measurement. The selection includes:
  - kWh
  - MWh
  - GWh

#### **Anticipated Average Monthly Maximum Demand**

- Enter the anticipated average monthly maximum demand
- Select the correct demand measurement. The selection includes:
  - kVA
  - MVA

#### **The Peak Energy as a Proportion of Total (%)**

- Enter the percentage of total energy consumption that will relate to peak energy usage.

#### **Retailer Name**

- Select the customer's Retailer from the drop-down box.

# Embedded Generation (Incl. Solar)

When an Embedded Generation (incl. Solar) request is submitted there are some additional functions that are only relevant to that type of Connect Application. These are outlined below.

## Installer

If you are not an accredited solar installer you will be required to enter the appropriate information in the Installer section (shown below):

**Installer**

Business Name

Enter installer details below as no CEC accredited installers are associated with this group.

Installer Name

Mobile No.  ?

Other Contact No.  ?

Email  ?

## Equipment

The Equipment and Site information details provided within an Embedded Generation Application includes data required by the AEMO Distributed Energy Resource (DER) Register. As part of submitting your application via the Electrical Partners Portal, Energex will consolidate a DER record and provide it to AEMO on your behalf.

### Adding an Inverter

Start by searching for an Inverter and selecting the appropriate inverter for your site and clicking the 'add inverter' button.

**Equipment**

Search for an AS/NZ 4777.2 compliant inverter  
There may be more matching items than can be shown. Keep typing if you can't see your model in the list yet

Search Text (Inverter)

**Important!** Please Note

- SMA Australia Pty Ltd Sunny Tripower STP9000TL-20 9
- SMA Australia Pty Ltd Sunny Tripower STP8000TL-20 8
- SMA Australia Pty Ltd Sunny Tripower STP7000TL-20 7
- SMA Australia Pty Ltd Sunny Tripower STP60-10 60
- SMA Australia Pty Ltd Sunny Tripower STP6000TL-20 6
- SMA Australia Pty Ltd Sunny Tripower STP5000TL-20 5
- SMA Australia Pty Ltd Sunny Tripower STP25000TL-30 25
- SMA Australia Pty Ltd Sunny Tripower STP20000TL-30 20
- SMA Australia Pty Ltd Sunny Tripower STP15000TL-30 15
- SMA Australia Pty Ltd Sunny Tripower STP12000TL-20 12
- SMA Australia Pty Ltd Sunny Tripower STP10000TL-20 10
- SMA Australia Pty Ltd Sunny Tripower MLX60 60
- SMA Australia Pty Ltd Sunny Boy Storage SBS2.5-1VL-10 2.5
- SMA Australia Pty Ltd Sunny Boy SB5000TL-21 4.6**

Once you have added an inverter the record will display below the search bar where you can amend the quantity of the inverter (as below):

**Sr. No 1**

Equipment Type: Inverter Commissioning Date:

Status: **Active** Manufacturer: SMA Australia Pty Ltd

Series: Sunny Boy Model: SB5000TL-21 Series Other: No

Maximum Rating: 4.6 **Quantity: 1**

## Adding a Device

### Adding Panels

Once you have an inverter added you will need to add your panels. To do this, click the 'Add Device' button on the associated inverter. A new window will pop up and request your panel information.

The panel search functions the same way as an inverter search and uses an accredited CEC list of panels.

Search for an AS5033 compliant Panels  
There may be more matching items than can be shown. Keep typing if you can't see your model in the list yet

Search Text (Panel)

Once you have found the correct panel that you are/have installed, click it and the rest of the fields will auto-populate. You then just need to complete the number of panels field (as indicated below) and click the 'Add Panel' button.

 **Panel(s)**

Search for an AS5033 compliant Panels  
There may be more matching items than can be shown. Keep typing if you can't see your model in the list yet

Search Text (Panel)  ✓

Manufacturer  Model

Approved Rating  Number of Panels

Panel Type

Note: Please confirm your Panel Details by clicking "Add Panel" before adding any additional devices.

After you have added your panels scroll down to see a summary of the panels added to your equipment. Confirm you have them correct and click 'Add Device':

Index	Manufacturer	Model	No. Of Devices	Storage Capacity	Export Capacity	Device Type	Device Sub Type	Status
0	Zhongli Talesun Solar Co Ltd	TP672P-315	2		315	SolarPV	Monocrystalline	Active 

At this point you will be returned to your Connect Application and your equipment section will reflect the inverter and associated panels you have added.

Sr. No 1 🗑️

Equipment Type: Inverter Commissioning Date: 

Status: Active Manufacturer: SMA Australia Pty Ltd

Series: Sunny Boy Model: SB5000TL-21 Series Other: No

Maximum Rating: 4.6 Quantity:  Add Device(s)

Manufacturer	Model	No. Of Devices	Storage Capacity	Export Capacity	Device Type	Device Sub Type	Status
Zhongli Talesun Solar Co Ltd	TP672P-315	2		315	SolarPV	Monocrystalline	<span style="background-color: green; color: white; border-radius: 5px; padding: 2px;">Active</span> <span style="float: right;">🗑️</span>
<b>Total:</b>				0.63(KW)	0.70(kVA)		

### Adding Batteries

If your embedded generation installation also has batteries being installed on site, you will need to add these as well. Do so by clicking the 'Add Device' button on the relevant inverter.

*If you are adding an AC Integrated Battery you will need to ensure the specific inverter associated with that battery is added prior to adding the device.*

Once you have clicked 'Add Device' a pop-up window will display where you can scroll to the battery heading. There is currently no comprehensive industry accredited list of batteries that we can draw on for this information. As such all fields are free text for you to complete. To ensure the DER Record is accurate all 5 fields of information are mandatory.

Once you have filled in the information, click 'Add Battery' and it will display under the inverter (as shown below). Then click 'Add Device' to confirm the battery is added. You will then be returned to the Equipment section of your Connect Application.

 **Batteries**

Manufacturer:  Model:

Number of Batteries:  Storage Capacity:

Battery Type:  Add Battery

Note: Please confirm your Battery Details by clicking "Add Battery" before adding any additional devices.

Index	Manufacturer	Model	No. Of Devices	Storage Capacity	Export Capacity	Device Type	Device Sub Type	Status
0	Zhongli Talesun Solar Co Ltd	TP672P-315	2		315	SolarPV	Monocrystalline	<span style="background-color: green; color: white; border-radius: 5px; padding: 2px;">Active</span>
1	Tesla	X	1	10		Storage	Lithium-ion	<span style="background-color: green; color: white; border-radius: 5px; padding: 2px;">Active</span> <span style="float: right;">🗑️</span>

Add Device
Cancel

## Adding an Inverter Serial Number

There are two places you can add an inverter serial number.

If you know which inverter will be utilised at the premise you are applying for Embedded Generation on, you can add it during the Application phase once you've selected an inverter in the Equipment section.

Confirm that you have selected the correct Connect Application to update, complete the Serial Number field and then click the blue “Add/Update Serial Number”:

Reference	Service Type	Premises
Saved	Embedded Generation - (Incl. Solar, Wind, etc) Initial Installation Embedded Generation - 30kW or less	[Redacted]

Manufacturer	Series	Model	Max Approved Rating	Status	Serial Number
SMA Australia Pty Ltd	Sunny Tripower	STP7000TL-20	7	Active	[Input Field]

If you aren't sure which inverter will be utilised at the premise you can review your Connect Applications missing a Serial Number on your MyHome Dashboard and provide it later:

CONNECT					
Serial Number(s) Required	2				
Under Offer	8	Offer Accepted	51	EWR In Progress	1017
Saved	0	Open Enquiries	36	Awaiting Energex	82

Once you click the hyperlink to how many Connects are awaiting a Serial Number you will see a search screen where you can select a drop down to choose which action you want to take:

**CONNECT Search Results**

Your search returned 2 results  
 Can't find what you want? [Refine your current search](#), [search within the results](#) or start a [new search](#).

Reference	Service Type	Premises	Assigned To User (Group)	Date	Actions
CX [redacted] Completed Basic - MEG - CD	Embedded Generation (inc. Solar) of 30kW or less <a href="#">more...</a>	[redacted]		Submitted On 13/01/2020 10:04 AM	View 1 View Update Serial# Copy
CX [redacted] Completed Basic - MEG - CD	Embedded Generation (inc. Solar) of 30kW or less <a href="#">more...</a>	[redacted]		Submitted On 30/12/2019 10:20 AM	

Confirm that you have selected the correct Connect Application to update, complete the Serial Number field and then click the blue "Add/Update Serial Number".

**Add/Update Inverter Serial Number(s)**

Reference	Service Type	Premises
CX [redacted] Completed Basic - MEG - CD	Embedded Generation - (Incl. Solar, Wind, etc) Initial Installation Embedded Generation - 30kW or less	[redacted]

**Equipment**

Manufacturer	Series	Model	Max Approved Rating	Status	Serial Number
Sunverge Energy Australia Pty Ltd	SIS	SIS7048-230-ACF-19.40	5	Active	<input type="text"/>

Cancel **Add/Update Serial Number(s)**

## Site Information

The site information section will pre-populate certain fields based on the equipment information supplied. All the site information questions must be completed to ensure Energex can supply an accurate DER Record to AEMO.

**Site information**

PV array/generator rated output (kVA)  ?

Max Output Rating (kW)  ?

Bulk Metered Site  Yes  No ?

Energy Source  ▼

Equipment Additional Info  
 Provide extra information about the equipment.  
 Maximum 256 characters.

Metering Scheme  Gross metered  Net metered

Metering Required  ▼

Power Quality Response Mode  ▼

Proposed Export Limitation  ▼

Total No. of Phases Onsite  1  2  3 ?

Number of Phases the proposed system will be connected to  1  2  3

Has a Demand Response Enabling Device (DRED) been fitted?  Yes  No

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: Please Select...  
 Volt-Var / Volt-Watt Voltage Response Mode

The Proposed Export Limitation provides different options depending on whether the installation is greater or less than 30kW.

**Less than or Equal to 30kW**

- Full Export
- Partial Export
- Minimal Export

**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: Please Select...  
 Full Export  
 Partial Export  
 Minimal Export

Method of Export Control: Please Select...  
 Export Limit (kVA): 0

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

Method of Export Control: Please Select...  
 Inverter programming  
 Compliant Relay  
 Metering and programmable logic controller

Export Limit (kVA)

**Storage Batteries**

The information requested here will partially pre-populate based on the device information provided in the Equipment section.

If you have not added a battery it will default to 'No'

Storage Batteries

Are Storage Batteries Installed?  Yes  No

If you have added a battery, it will default to 'Yes' and more information about the device is requested as shown below (LHS screen shot). If you indicate the batteries were designed by an accredited designer further information about the designer is requested:

Storage Batteries

Are Storage Batteries Installed?  Yes  No

Storage Battery capacity (kWh): 10.00

Wiring Diagram for the Storage Batteries Attached?  Yes  No

Battery Design Details

Storage Batteries designed by accredited designer?  Yes  No

Battery Design Details

Storage Batteries designed by accredited designer?  Yes  No

Business Name: [Input Field]

Clean Energy Council Accreditation No.: [Input Field]  ?

*Manually enter non-CEC accredited designer.*

Designer Name: [Input Field]

Mobile No.: [Input Field] ?

Other Contact No.: [Input Field] ?

Email: [Input Field] ?

## Embedded Generation Service Selection

Use the table below to determine which type of Embedded Generation (Incl. Solar) Connect to submit.

If your installation is made up of several devices (For example: Inverter, Panels and Batteries), only *one* Connect application is required but please use the service selection that represents **the largest component of the installation.**

Service Selection	Description
<b>Initial Installation</b>	<p>Use this service selection where the premises currently doesn't/ never previously had an Embedded Generation/Solar installation onsite.</p> <p>The Connect application for an initial install must include <b>all devices</b> connected (if any) including Panels, Storage Batteries etc.</p>
<b>Increase Generator (Inverter) Capacity</b>	<p>Use this service selection when:</p> <ol style="list-style-type: none"> <li>1) Embedded Generation/Solar already exists on the premises, AND an additional Generator/Inverter is being added to the premises.</li> </ol> <p>Use this service selection when adding an <b>AC Integrated Battery</b> to an existing system.</p> <p><b>For example:</b> Use this Service Selection when installing -</p> <ul style="list-style-type: none"> <li>• Tesla Powerwall 2 (AC Integrated Battery)</li> <li>• a 5kW Solar Inverter exists onsite and an additional 2kW Solar Inverter is being added.</li> </ul>
<b>Replace Current System (with Increase of Capacity)</b>	<p>Use this service selection in either of the following scenarios:</p> <ol style="list-style-type: none"> <li>1) Where Embedded Generation/Solar already exists on the premises, AND the existing system is to be replaced. AND results in an increase to the previously approved maximum capacity.</li> <li>2) When you are required to RESUBMIT an application:  If a previous Connect application has been submitted but minor details re. the installation, devices connected, or the installer or customers contact details have changed.</li> </ol>
<b>Replace Current Inverter (No Increase of Capacity)</b>	<p>Use this service selection in either of the following scenarios:</p> <ol style="list-style-type: none"> <li>1) Where Embedded Generation/Solar already exists on the premises, AND the existing system is to be replaced. AND the replaced inverter is either the same capacity or smaller.  OR The replaced inverter does NOT increase the previously approved maximum capacity.</li> </ol>
<b>Increase Panel Capacity</b>	<p>Use this service selection when additional panels are to be added to the existing system only.</p>
<b>Add Storage Batteries</b>	<p>Use this service selection when:</p> <ol style="list-style-type: none"> <li>1) Adding an <b>additional DC Battery/ies</b> to an existing Hybrid Inverter or Multi-mode system.</li> </ol>

# 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	The Connect has been linked to an EWR and will progress through the standard process from here. All relevant job updates will be provided on the EWR.
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	Final validation of the NMI is required. The system and/or a user will conduct necessary checks.