

Retail Customer Connections Preliminary Enquiry Information



27 August 2025

Preliminary enquiry information

See below for information and resources for your preliminary connection enquiry.

Basic Connection Services

Where supply is available and minimal or no augmentation is required, including:

- small customer connections (including temporary connections for short-term supply) that do not exceed the maximum demand thresholds set out in section 4.3.3 of our [connection policy](#),
- micro DER connections that meet capacity and export specifications, and
- certain unmetered supply connections.

At this stage Ergon Energy Network does not offer any standard connection services.

Set out below are the current model standing offers for a basic connection service (with a link to the relevant terms):

- [Model Standing Offer for Metered Load](#)
- [Model Standing Offer - Standard Connection Service for Unmetered Supply](#)
- [Model Standing Offer - Basic Connection of MEGUs](#)
- [Model Standing Offer - Basic Connection of MEGUs \(IES >30-200kVA\)](#)

Basic connections that don't require any upgrades/changes to our network

Connection Process	<p>To connect your premises to our electricity network (or alter an existing connection) it is recommended that you speak with an appropriately qualified electrical contractor about the work required for your connection and any additional information that may be needed to submit an application to connect (including any pre-application advice or services).</p> <p>When you are ready to proceed with the new connection/connection alteration, it will be necessary to submit an application to connect using the appropriate form (further information based on your circumstances is available at the links set out below).</p> <p>Following receipt of your complete application (including sufficient information to enable us to assess this), we will provide you with a connection offer.</p> <p>To proceed you will need to accept this offer and pay any applicable charges/fees before we can commence with your connection services.</p> <p>Further information may be found via the following links:</p> <ul style="list-style-type: none"> • Residential & Commercial Connections <1MVA • Solar Connections & Other technologies - Low Voltage • Large customer electricity connections > 1MVA • Large high voltage DER systems (including batteries)
Site Inspection Charges	<p>Our Connection Fees and Charges Information Sheet details the applicable fees for small and large customer connections, including site inspections. Generally, site inspection charges will be determined through a quotation based on your proposed connection.</p>
Negotiated Connections	<p>Where you elect to negotiate the terms of your connection contract, or where your proposed connection does not qualify as a basic connection service, we will negotiate the terms of your connection contract with you in accordance with the negotiation framework contained in the National Electricity Rules.</p> <p>Generally, this type of connection will require pre-application advice or services to be undertaken so that the parties can negotiate on an informed basis.</p> <p>We are entitled to charge a reasonable fee to cover the expenses directly and reasonably incurred by us in assessing your application and preparing a connection offer.</p> <p>Further information on negotiated connections can be found on our website: Connection essentials</p> <p>Information on possible costs and expenses can be found in our Connection Fees and Charges Information Sheet.</p>

Contestable services	<p>There is currently limited contestability for the provision of network connection services in Queensland. The design and construction of connection assets for some large customer connections and real estate development connections may be a contestable service, subject to a risk assessment.</p> <p>If it is a contestable service this means that the connection applicant may either engage Ergon Energy Network or a suitably qualified and experienced external service provider to provide these services and the connection applicant will have two options for the design and construction of those assets, being:</p> <ul style="list-style-type: none"> • Ergon Energy Network designs, builds, owns and maintains the assets, • connection applicant designs and builds the assets and then transfers them to Ergon Energy Network; or <p>Further information about contestability of services and connection asset ownership is available in the connection and technical documentation available on our website.</p>
Additional information	<p>Please refer to our website for further information about connecting to our network,</p> <p>If you are unable to find the information you reasonably require, please contact our Contact Centre on 13 12 53.</p>