

The purpose of this document is to act as a guide for our customers where they wish to explore the possibility of connecting a *Low Voltage (LV) Embedded Generation* system at their premise.

## **Basic Application Process**

1. Submit an “*Embedded Generation less than 30 kVA*” Application form via the Electrical Partner’s portals [Electrical Partners Portal | Energex](#) [Electrical Partners Portal | Ergon Energy](#)
2. Ensure the application form has been completed with the correct Applicant & Customer details and contact details. **Note: this information is mandatory. The Customer details (including contact phone & email) must be that of the Retail Customer.**
3. Where the Connection Offer Type has been classified as ‘**Basic**’ in accordance with the ‘*Connection Policy 2020-2025*’, the *Connection Application (CX)*, will transition to a status of “*Accepted*” where ‘*Expedite*’ has been elected and the available capacity on the network has been confirmed.
4. Where the Connection Offer Type has been classified as ‘**Basic**’ in accordance with the ‘*Connection Policy 2020-2025*’, the *Connection Application (CX)* will transition to a status of “*Offer*” where ‘*Expedite*’ was not selected and the available capacity on the network has been confirmed. The *Model Standing Offer (MSO)* will be provided via the Portal and must be accepted **within 45 business days** in the Portal. Following acceptance, the *CX* will transition to a status of “*Accepted*”.
5. Upon acceptance of the *MSO* and the *CX* has transitioned to the status of “*Accepted*”, the system installation can commence by an *accredited installer*.
6. Following the installation, the system needs to be tested and commissioned to ensure compliance to the relevant *Connection Standards*.
7. **Within 90 business days** from *offer* acceptance, an *Electrical Work Requests (EWR)* must be submitted via the Portal. **Note: where the *CX* transitions to ‘**Completed**’ directly after the offer acceptance, an *EWR* may not be required.**
8. The *EWR* will transition to the customer’s retailer, who will manage the metering requirements *i.e: upgrade, reprogramming etc.*

9. The customer will need to liaise with their retailer to confirm the metering requirements.
  - a. If the retailer has advised that no metering change is required, the system can be turned on
  - b. If the retailer has advised that a meter change is required, the system can only be turned on once these changes have occurred.

**Note: 'Basic' applications that require further investigation will exception for review by the Solar and Renewables team who will provide a response within 10 business days.**

## **Negotiated Application Process**

1. Submit an "Embedded Generation less than 30 kVA" Application form via the Electrical Partner's portals [Electrical Partners Portal | Energex](#) [Electrical Partners Portal | Ergon Energy](#)
2. Ensure the application form has been completed with the correct Applicant & Customer details and contact details. **Note: this information is mandatory. The Customer details (including contact phone & email) must be that of the Retail Customer.**
3. Where the Connection Offer Type has been classified as a 'Negotiated' in accordance with the 'Connection Policy 2020-2025', the *Connection Application (CX)*, will transition to a status of 'Evaluation Required' and will be assigned to the *Solar and Renewables team* to review and provide a response **within 10 business days.**
4. Following a desktop review of the application a Customer Sponsor will issue the available options and associated fee (if applicable) via the Portal.
5. Upon confirmation of the decided option and payment of the application fee (if applicable), the *application* will be assigned for the Technical Study and approval to proceed to offer.
6. The *Connection Offer* with the Technical Study (if applicable) appended, will be issued via the Portal and email for customer acceptance. This will occur within 65 business days from the date the application is deemed compliant and complete. **Note: this timeframe is per the National Electricity Rules (NER).**
7. The *offer* must be accepted **within 20 business day** via the Portal or if issued via email please return the signed and witnessed document to [ergongeneration@energyq.com.au](mailto:ergongeneration@energyq.com.au) or [energexgeneration@energyq.com.au](mailto:energexgeneration@energyq.com.au)

## Customer Process for <30 kVA Applications



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8. Upon acceptance of the *offer* and the *CX* transitioning to “*Accepted*”, the system installation can commence by an accredited installer.
9. Following the installation, the system needs to be tested and commissioned to ensure compliance to the relevant *Connection Standards*.
10. **Within 90 business days** from *offer* acceptance, an *Electrical Work Requests (EWR)* must be submitted via the Portal. **Note: where the *CX* transitions to ‘Completed’ directly after the offer acceptance, an *EWR* may not be required.**
11. The *EWR* will transition to the customer’s retailer, who will manage the metering requirements *i.e: upgrade, reprogramming etc.*
12. The customer will need to liaise with their retailer to confirm the metering requirements.
  - a. If the retailer has advised that no metering change is required, the system can be turned on
  - b. If the retailer has advised that a meter change is required, the system can only be turned on once these changes have occurred.

***You must ensure the generating system is not interconnected to Ergon Energy Network or Energex’s distribution network in any way until Ergon Energy Network or Energex are satisfied the installation complies with the "Standard for Connection of Embedded Generating Systems (>30 kVA to 1,500 kVA) to a Distributor's LV Network".***

***Interconnection without such consent may attract penalties under clause 28(1) of the Electricity Regulation 2006 (Qld). In addition, such a non-compliance could also result in the obligation upon Ergon Energy Network or Energex to connect the relevant premises ceasing, thus entitling Energex to disconnect the relevant premises (being the entirety of the site).***

Please refer to our websites for further information on connecting Embedded Generation systems *(including fees)*.

[Solar connections & other technologies | Energex](#)

[Solar connections & other technologies | Ergon Energy](#)

Should you require further assistance, please reach out to our team at [ergongeneration@energyq.com.au](mailto:ergongeneration@energyq.com.au) or [energexgeneration@energyq.com.au](mailto:energexgeneration@energyq.com.au)