

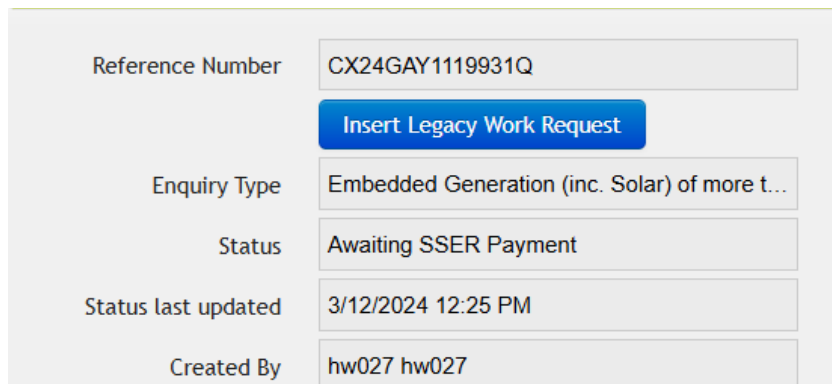
Applicant Guide: How to Pay the SSER Fee

Part of Energy Queensland

The purpose of this document is to act as a guide for our applicants on how to request an invoice for the Site-Specific Enquiry Response (*SSER*) fee for *Greater than 30 kVA Embedded Generation* Enquiry forms.

Following the submission of your *Enquiry* form you will need to request an invoice for the *SSER* fee by following these steps:

1. Open the *Enquiry* form in the Portal
2. Select the **Pay SSER Fee** button



Reference Number: CX24GAY1119931Q

Insert Legacy Work Request

Enquiry Type: Embedded Generation (inc. Solar) of more t...

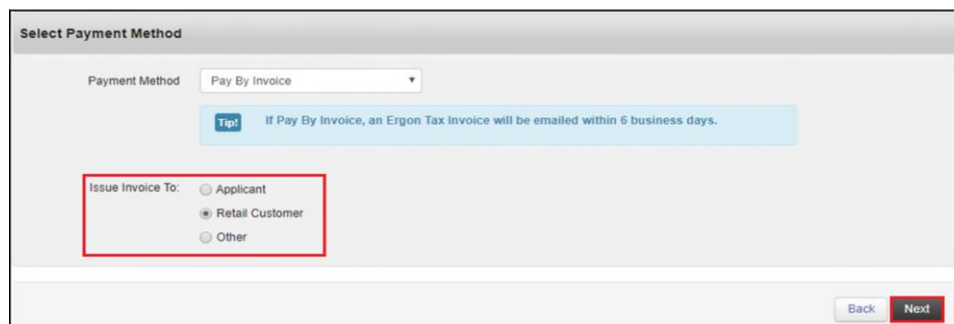
Status: Awaiting SSER Payment

Status last updated: 3/12/2024 12:25 PM

Created By: hw027 hw027



3. In the **Select Payment Method** screen, you will need to indicate who the invoice needs to be issued to and click **Next**.



Select Payment Method

Payment Method: Pay By Invoice

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

Issue Invoice To:

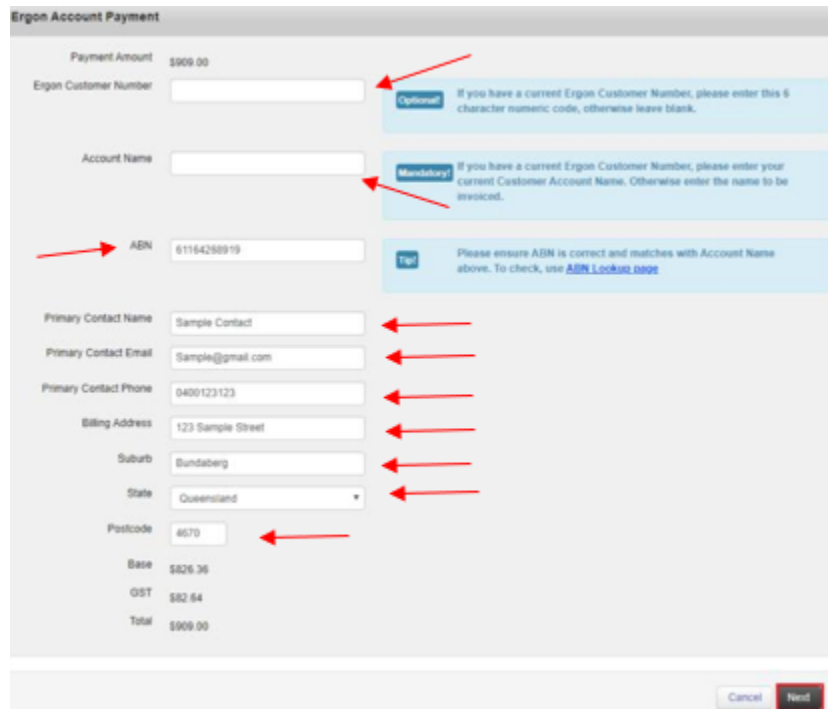
- Applicant
- Retail Customer
- Other

Back Next

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- In the **Ergon Account Payment** screen, you will need to complete each field with the information of the invoice recipient and click **Next**.



The screenshot shows the 'Ergon Account Payment' form with the following fields and annotations:

- Payment Amount:** \$908.00
- Ergon Customer Number:** [Empty field] with a red arrow pointing to it. A tooltip indicates: **Optional** If you have a current Ergon Customer Number, please enter this 5 character numeric code, otherwise leave blank.
- Account Name:** [Empty field] with a red arrow pointing to it. A tooltip indicates: **Mandatory** If you have a current Ergon Customer Number, please enter your current Customer Account Name. Otherwise enter the name to be invoiced.
- ABN:** 61164288919 with a red arrow pointing to it. A tooltip indicates: **Tip** Please ensure ABN is correct and matches with Account Name above. To check, use [ABN Lookup](#) page.
- Primary Contact Name:** Sample Contact with a red arrow pointing to it.
- Primary Contact Email:** Sample@gmail.com with a red arrow pointing to it.
- Primary Contact Phone:** 0400123123 with a red arrow pointing to it.
- Billing Address:** 123 Sample Street with a red arrow pointing to it.
- Suburb:** Bundaberg with a red arrow pointing to it.
- State:** Queensland with a red arrow pointing to it.
- Postcode:** 4670 with a red arrow pointing to it.
- Base:** \$826.36
- GST:** \$82.84
- Total:** \$908.00

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

Important Information:

The details provided in this screen are used to create account records, please ensure the information provided is correct. To avoid processing delays, please check that the ABN/ACN matches the registered business, and the email address and phone number are correct.

If you are providing an ACN number, please include '00' at the beginning of the number in the **ABN** field.

The invoice will be issued to the email address provided in this screen. Please ensure the owner of this account is aware of this.

- On submission of the *Ergon Account Payment* information, the *Enquiry* form will transition to a status of '*Invoice Payment Requested*'. The request will be processed, and the invoice issued **within 7 business days.**

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Information	
Reference Number	CX20YAR0284019Q
Enquiry Type	Embedded Generation (inc. Solar) of more t...
Status	Invoice Payment Requested

6. When the invoice is issued, the *Enquiry* form status will transition to 'Invoice Payment Required'.

Information	
Reference Number	CX20YAR0284019Q
Enquiry Type	Embedded Generation (inc. Solar) of more t...
Status	Invoice Payment Required

7. To make payment of the SSER fee, the *payee* will need to follow the instructions provided in the invoice.

For more information on our connection process, please refer to our [website](#) or email our team at ergongeneration@energyq.com.au