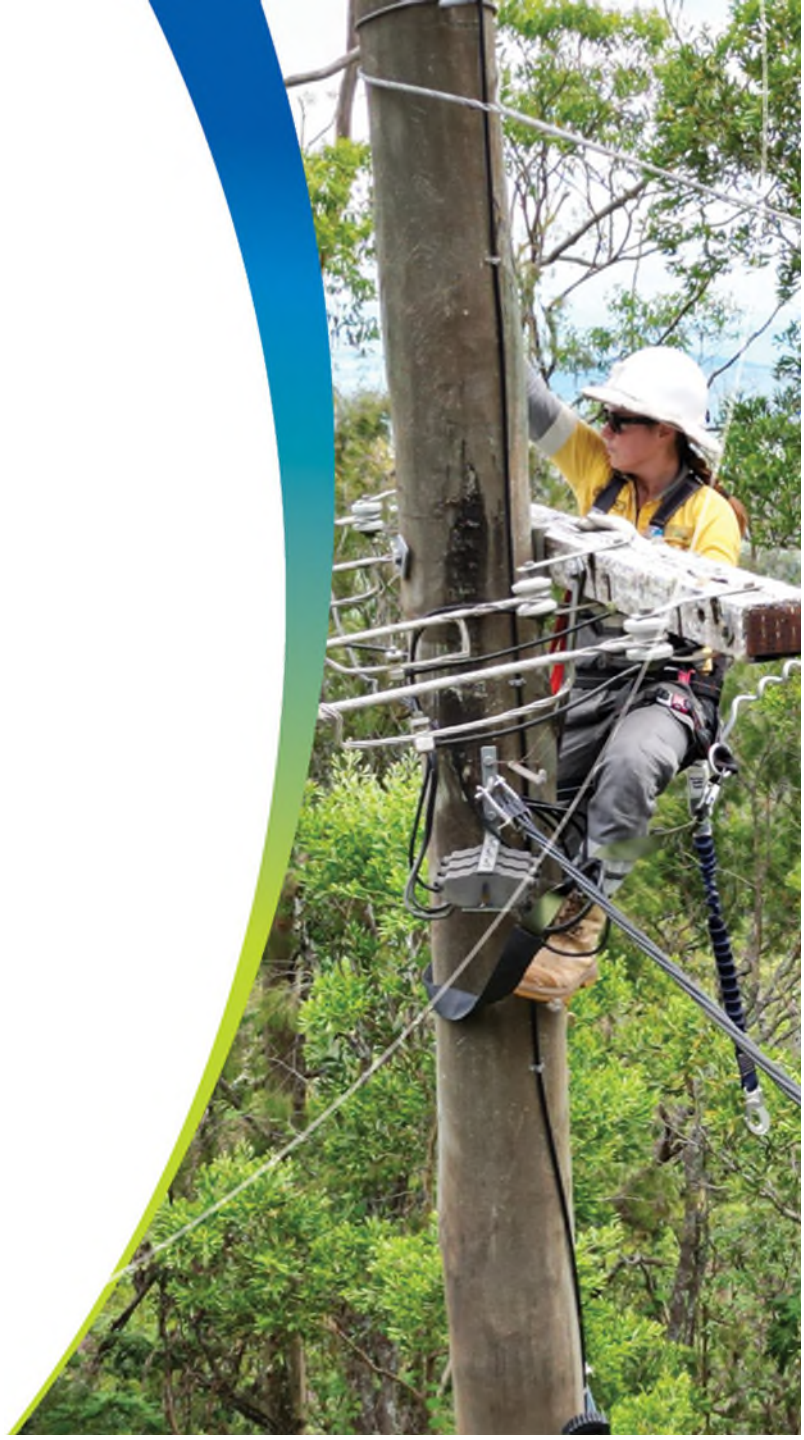
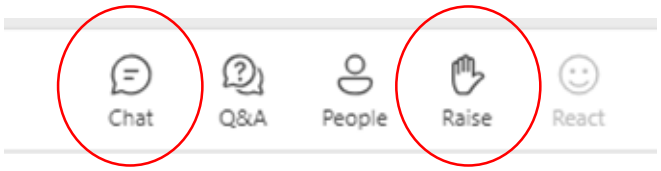
Energy Academy 2024

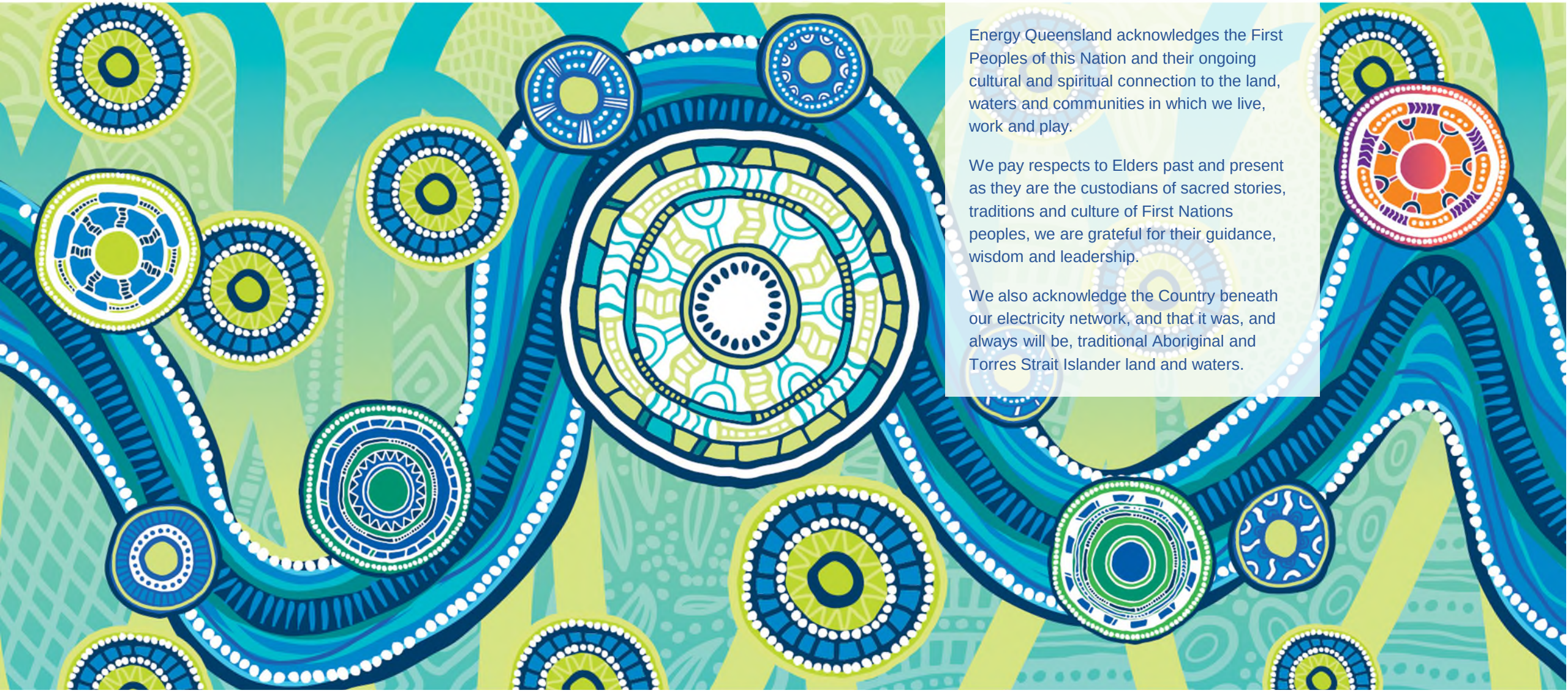


Energy Academy 2024 Webinar reminders

- Length – 90 minutes
- Feel free to ask questions throughout the presentation in the chat. Our Subject Matter Experts (SMEs) will reply directly to you
- This session is recorded so if you need to post **private contact information** (phone number, email address or EWR number) Let our SMEs know and they will open a private chat with you
- At the end of each presentation there will be an opportunity for questions. During this time, you can raise your hand with the Raise button and we will unmute your microphone.



Acknowledgement of Country



Energy Queensland acknowledges the First Peoples of this Nation and their ongoing cultural and spiritual connection to the land, waters and communities in which we live, work and play.

We pay respects to Elders past and present as they are the custodians of sacred stories, traditions and culture of First Nations peoples, we are grateful for their guidance, wisdom and leadership.

We also acknowledge the Country beneath our electricity network, and that it was, and always will be, traditional Aboriginal and Torres Strait Islander land and waters.

Agenda

- **Communicating with Customer Operations, Storm Reconnection, POEL and Portal Help –** Tahnee Murray and Customer Operations SMEs
- **Top 3 Reasons for Electricity Defect Report –** Craig Matthews
- **Electrical Partners Portal – Upgrade & New Look & Feel –** Todd Dove and the CMX Change Team
- **Renewables and Distributed Energy including Updating DNSP Standards for AS/NZS 4777.1:2024 –** Jamie Glendenning and Alan Copeland
- **Mains Connection Box Replacement or Maintenance –** Gary McCormick
- **Compliant Customer Connections** – Tim Zemek

Customer Operations

- Improvements to Contractor Hotline
- Portal Help & Guides
- Storm Season Reminder - Reconnect After Defect Process
- EWR Categories & Secondary Selections

Improvements to Contractor Hotline

The Contractor Hotline IVR options have been recently updated to ensure your call is answered by a specialised team member, with minimal wait time:

- **Press 8** to report a power supply issue (including relays and broken seals).
- **Press 1** for Queensland Electricity Connection Manual (QECM) enquiries.

For EWR enquiries:

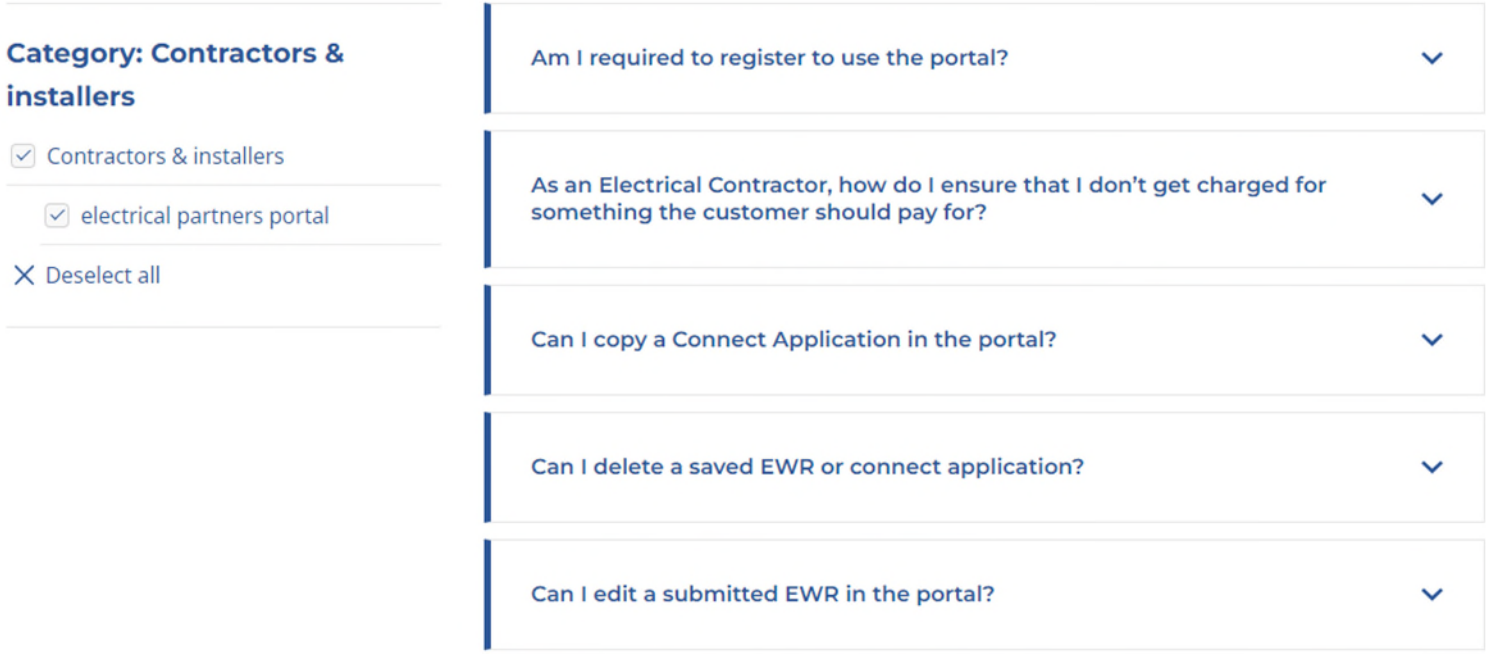
- **Press 2** for Solar, Battery and Electric Vehicle enquiries
- **Press 3** for New Connections including appointments for New Connections
- **Press 4** for Existing Connections including appointments for Existing Connections
- **Press 5** for all other enquiries

Portal Help & Guides

User guides and training materials can be found online on both the Ergon Energy Network and Energex Websites under Portal Help.

More information?

Our FAQs may help you with an enquiry on the portal.



How to find - Ergon

Careers | News & Media | FAQs | Contact Us

ERGON ENERGY NETWORK

Outages | Safety | Manage Your Energy | Our Services | Contractors | Search | Portals

Document library

Standard Work Procedures & technical documents

Electrical contractors

Queensland Electricity Connection Manual (QECM)

QECM query call back request

Electrical contractor updates

Energy Academy

Authorised person

Price list for Alternative Control Services

Making a claim for electrical contractor fees

EV charging & connections

Solar installers

Solar industry updates

Small IES connections

Electrical Partners Portal

Register for the Electrical Partners Portal

Portal user guides & tips

Contractor connections

Commercial & residential subdivisions

Unmetered supply & public lighting

Working with us

Contestable work

Tenders

Facilities access & shared assets

Underground facilities

Overhead fibre on poles

Wireless antennas

Public EV chargers

I want to

- Login to the Electrical Partners Portal
- Read the QECM and the QEMM
- Ask a QECM question
- Find out more on UMS and public lighting
- View metering charges
- Register for electrical contractor industry updates
- Register for solar installer industry updates
- Organise customer requested switching (Isolation upstream)

mmunity
$10,000 this

pen for applications for not-for-profit

https://www.ergon.com.au/network/contractors

How to find - Energex

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energex

Outages | Safety | Manage Your Energy | Our Services | Contractors | Search | Portals

Queensland Electricity Connection Manual (QECM)

QECM query call back request

Electrical contractor updates

Energy Academy

Authorised person

Price list for Alternative Control Services

EV charging & connections

Solar installers

Solar industry updates

Small IES connections

DER Register

Solar feed-in tariff changes

Electrical Partners Portal

Register for the Electrical Partners Portal

Portal user guides & tips

Tenders

Facilities access & shared assets

Underground facilities

Overhead fibre on poles

Wireless antennas

Public EV chargers

CCTV, Smart Sensors & other devices

Banners, signs & artwork

Accredited Service Provider Ratings

Resources & documents

Contractor training

Power of Choice for contractors

Customer requested switching form

View metering charges

Register for electrical contractor industry updates

Register for solar installer industry updates

Organise customer requested switching (Isolation upstream)

mmunity
$10,000 this

pen for applications for not-for-profit

Questions & feedback

All resources available are currently undergoing an overhaul.

Do you have a question or feedback on the Portal Help & Guides available?

You can post your question or feedback in the chat now.

EWR Selections – Friendly Reminders

- A **Supply Upgrade** will always supersede a **POA relocation** and if a supply upgrade is required a CX application with this option needs to be submitted. Most EWRs will link to a POA relocation CX and this doesn't mean that it's correct. If you are ever increasing the amps or phases on network side you require a Supply upgrade CX with the correct bundling options of additional works.
- Always ensure the **phases/amps information** on your EWR matches the CX application as this is what has previously been approved. This will also eliminate delays with having to re-submit your paperwork.
- If you require a **Primary Fuse Upgrade** or have completed a **Mains Connection Box** replacement please submit an EWR for Primary Fuse Upgrade. Please note, this EWR type cannot be used to request Point of Attachment relocations.

EWR Selections – Friendly Reminders

- **Supply Upgrade EWRs** with the Category of 'Connection / Supply' are required on any upgrade or downgrade on a customer service line where the fuses or phases are changing. **Meter only upgrades or downgrades** will require an EWR with a Category of 'Metering'.
- If you know that the supply is not available for what you are requesting remember to **tick the box advising that Supply is not currently available on the Connect**. If this is not ticked then the request will go through as a Basic Connect and will cause further delays in the long run. Need to tick that supply is not available so that the application can be investigated further.
- The secondary service of **"Drop and Re-erect Service"** only needs to be selected when you require our crews to make **2 site visits** to drop and re-erect the service line.

Restoration process

Part of Energy Queensland

Getting reconnected after storm damage, flooding or inundation

1

You are disconnected for safety

We have inspected and disconnected power to your premises due to storm damage, flooding, or inundation, and left an electricity defect report in your meter box.

2

Arrange a safety check

You, your building manager/body corporate, or landlord, need to arrange a safety check by a licensed electrical contractor.

3

Make safe

Your licensed electrical contractor will complete a safety check and fix any defects. They will complete and sign the contractor section of our electricity defect report and leave onsite to confirm your premises is safe for reconnection.

4

Arrange reconnection

You, your building manager/body corporate, or landlord will need to then contact us to arrange reconnection. Ask your licensed electrical contractor if they will do this on your behalf.

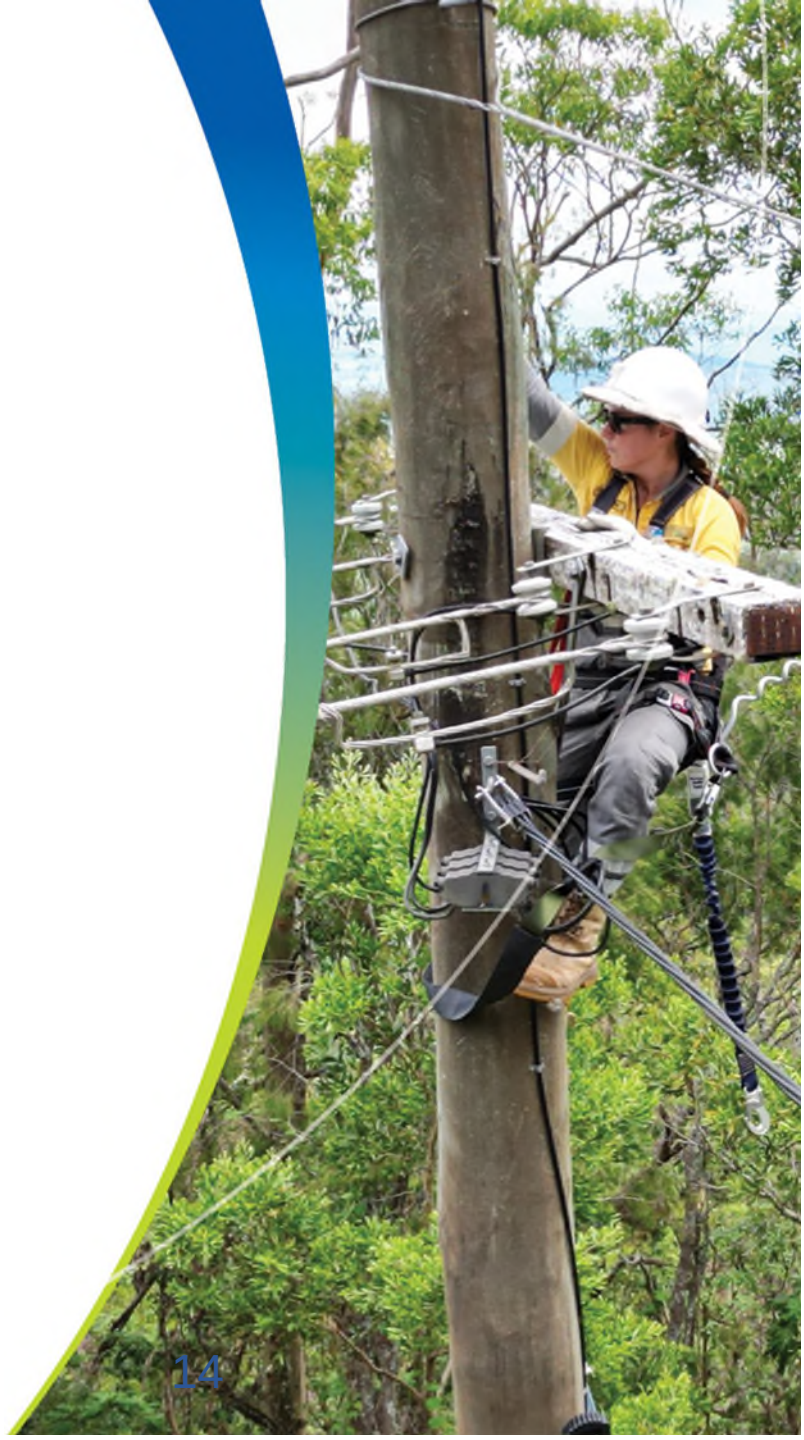
5

Premises is reconnected

Our crew will attend and confirm the defects have been rectified and reconnect your premises to the electricity network. You'll have power as soon as the network has been safely re-energised.

Note: ***If you know your electrical fittings have been damaged, flooded or inundated, you don't need to wait for an electricity defect report. Arrange a safety check and your licensed electrical contractor will leave a certificate of test and compliance in the meter box for us.***

What can we do to improve your experience with Customer Operations?



Customer Technical Support group

Craig Matthews
Team Lead

Top 3 Electricity Defect Report issues preventing connection:

1. Consumers Mains installed without effective labelling & identification (QECM Clause 8.2.2 & 7.6.3.1)

2. Consumers Mains installed without sufficient mechanical protection (AS/NZS 3000:2018 Clause 3.9.4)

3. Main Switchboard installed in an unsuitable location (QECM Clause 9.8.1.2)

1. Consumers Mains installed without effective labelling & identification

QECM 7.6.3.1 (e) – UG consumer mains shall be identified and labelled as per clause 8.2.2

QECM 8.2.2- Consumer mains conductor labelling and identification

(a) To support safe connection to the distribution system at the UG DNSP service point the Proponent shall clearly identify and label the consumer mains:

(i) at the point of attachment; and

(ii) so that the label is fixed to the outer sheath of the cable in a position that is visible without undue manipulation of the termination or the need for excavation.

(iii) the consumer mains shall be labelled with the correct street address as registered with local Council (lot number and street name) for the premises it is intended to supply once connected to the distribution system.

Examples


LOT 17 MAGNOLIA
Magnolia St
Pelican, LOT 18


LOT 149
13 SANDBAR AV

2. Consumers Mains installed without sufficient mechanical protection

3.9.4 Protection against mechanical damage

3.9.4.1 *General*

Wiring systems installed in positions where they may reasonably be expected to be subject to mechanical damage shall be adequately protected in accordance with Clause 3.3.2.6 and the applicable requirements of Clauses 3.9.4.2 to 3.9.4.4.

NOTE: Guide to adequacy and WS classification is provided in Appendix H.

3.9.4.2 *Wiring systems near building surfaces*

Wiring systems that are fixed in position by fasteners, or held in position by thermal insulation, or by passing through an opening in a structural member, shall be protected by one of the methods outlined in Clause 3.9.4.4 if they are concealed within 50 mm from the surface of a wall, floor, ceiling or roof.

Exception: This requirement need not apply to wiring systems that can move freely to a point not less than 50 mm from the surface in the event of a nail or screw penetrating the cavity at the location of the wiring system.

3.9.4.4 *Protection methods*

Where protection of a wiring system is required, in accordance with Clauses 3.9.4.2 and 3.9.4.3.2, the wiring system shall be –

a) provided with adequate mechanical protection at a minimum of WSX3 to prevent damage (refer to Paragraph H5.4, Appendix H); or

b) provided with an earthed metallic armouring, screen, covering or enclosure, to operate a short circuit protective device under fault conditions; or

c) protected by an RCD with a maximum rated operating residual current of 30 mA.

NOTE: Where conductive mechanical protection is installed to meet the requirements of 3.9.4.4(a), for the protection of double insulated conductors, earthing of the conductive mechanical protection need not be provided.

Example

3. Unsuitable locations

9.8.1.2 Unsuitable locations

A meter board with network devices and metering equipment shall not be installed in any of the restricted locations for in clause 2.10.2.5 of AS/NZS 3000 or any of the unsuitable locations in Table 52.

Category	Unsuitable locations for a meter board and associated equipment
(a) Pools or spas	i) Within or at any height above any pool or spa zone as defined in AS/NZS 3000. ii) Any location where the only point of access is through the fenced area around a pool or spa.
d) Trafficable areas	In trafficable areas where the equipment or a person working on the equipment would not be adequately protected, including but not limited to: (i) In vehicle docks. (ii) Driveways. (iii) Factory walkways. (iv) Carports.

Questions

ENERGY ACADEMY

November
2024

ELECTRICAL PARTNERS' PORTAL UPGRADE & NEW LOOK & FEEL

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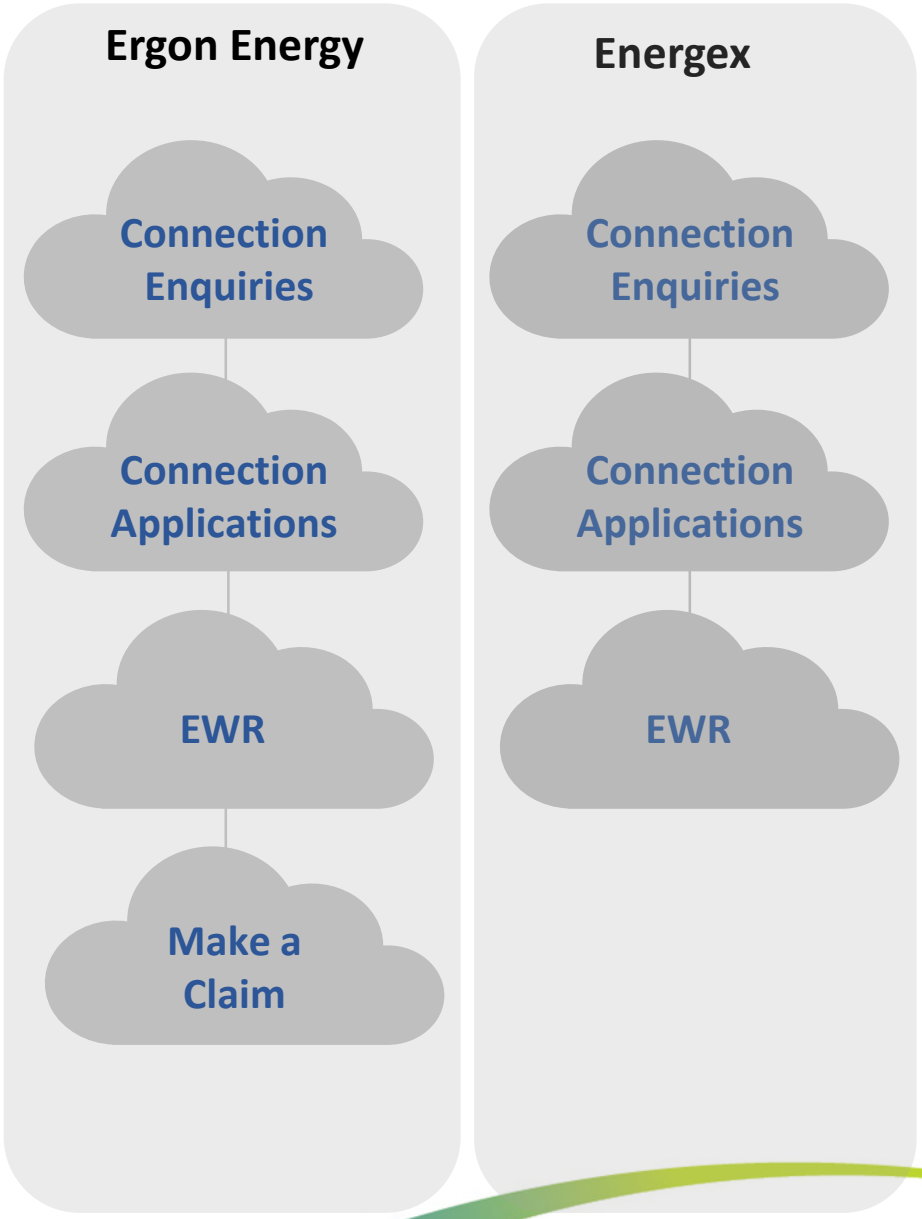
WHY?

Energy QLD are progressing a Customer and Market system modernisation program for the Ergon Energy and Energex distribution businesses.

Our CURRENT Electrical Partners Portals'

- ✓ Approximately 6,000 regular users
- ✓ Submit an Enquiry about connecting to our Network
- ✓ Submit a Connection Application to connect to our Network
- ✓ Submit an Electrical Work Request (EWR)
- ✓ Apply for an EC Reimbursement



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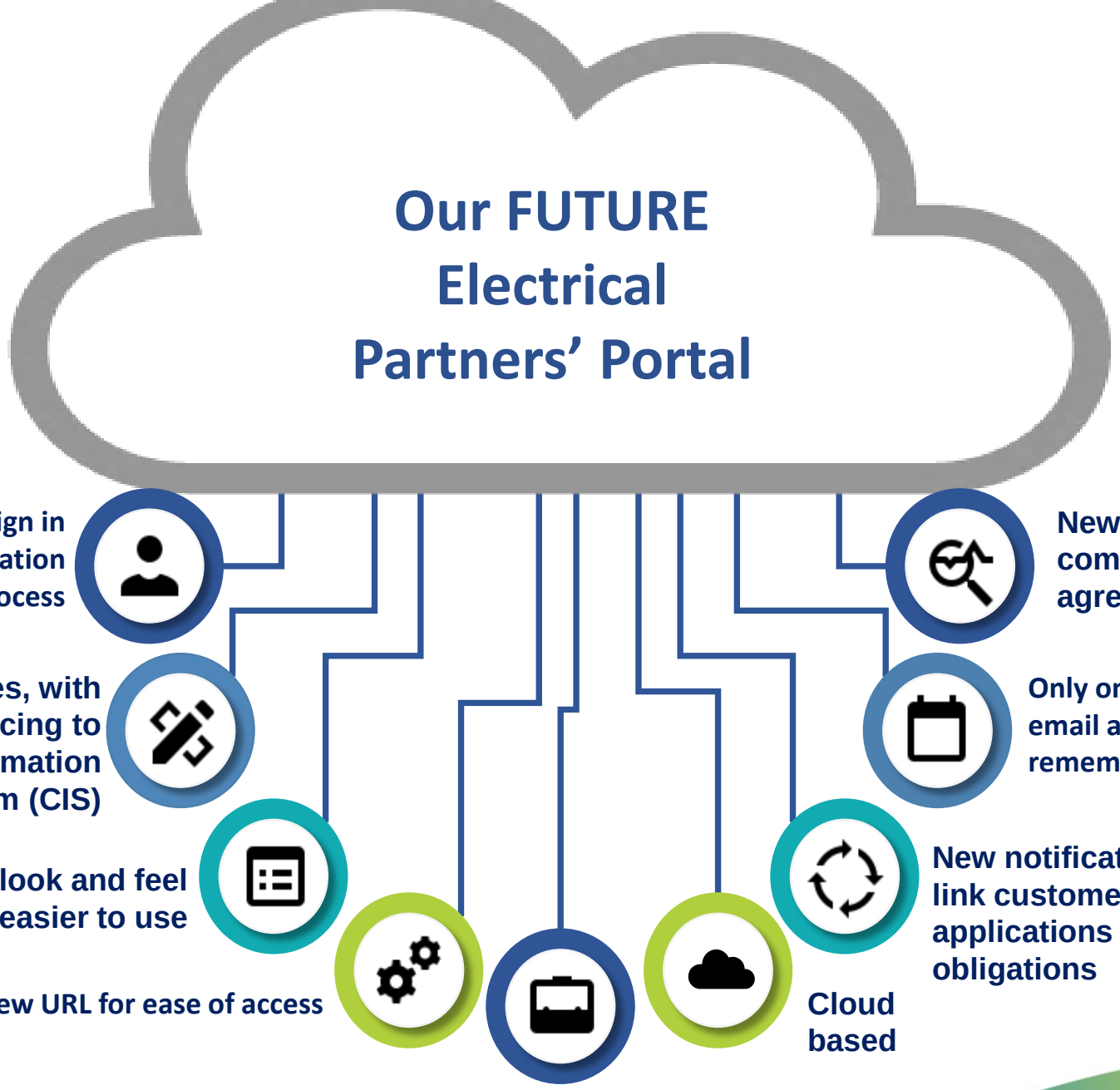
Our FUTURE Electrical Partners' Portal



New, simplified sign in and user registration process

New, simpler communications, user agreements and notifications

New real time updates, with new workflows syncing to EQL Customer Information System (CIS)

Only one log-in required using an email address – no more having to remember a username!

New look and feel platform - easier to use

New notifications available and ability to link customers to connection applications in keeping with compliance obligations

New URL for ease of access

Cloud based

Single Instance

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The New Portal Experience

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Electrical Work Request (EWR)

8:37 AM, Thursday 24 August 2023

FY2023

Form 3 (Incomplete)	0	Form 3 (Complete) < 60 Days	0
Open	0	Open > 30 Days	0
Awaiting Retailer Requests	0	Saved	0

MENU

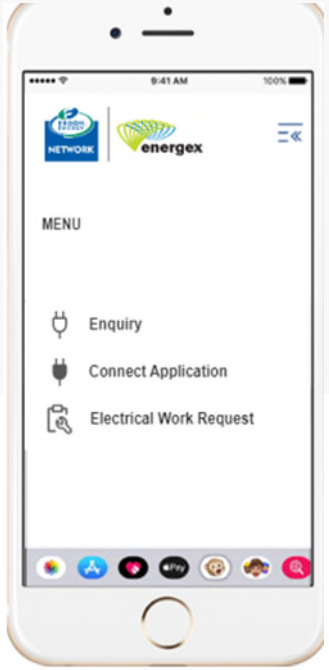
HELP

CREATE NEW

Saved EWRs | Filter | Search

EWR Reference Number	NMI	Premise	Service Type	DNSP Status	MP Status	User (Group)	Created On

There are no records to display.



Connect Application (CX)

8:49, Thursday 24 August 2023

FY2023

Serial number(s) required	9999	Awaiting Energex/Ergon	9999
Under offer	100	EWR in progress	100
Offer accepted	9999	Saved	150
		Open enquiries	100

MENU

HELP

CREATE NEW

All Connect Applications | Search

Connect Reference Number	EWR Reference Number	NMI	Premises	CX Application Type	CX Service Selection	Application Status	User (Group)	Submitted Date
CX23QUE1001656A		12345678909	U/99 LOT: 5, 100 QUEEN BRISBANE 4000 PLAN: 123765	Change to an Existing Connection	Permanent Supply	Submitted		23/08/2023
CX23QUE1001658A		12345678909	U/99 LOT: 5, 100 QUEEN BRISBANE 4000 PLAN: 123765	Change to an Existing Connection	Permanent Supply	Submitted		23/08/2023
CX23QUE1001660A		12345678909	U/99 LOT: 5, 100 QUEEN BRISBANE 4000 PLAN: 123765	Change to an Existing Connection	Permanent Supply	Submitted		23/08/2023
CX23QUE1001662A		12345678909	U/99 LOT: 5, 100 QUEEN BRISBANE 4000 PLAN: 123765	Change to an Existing Connection	Permanent Supply	Submitted		23/08/2023
CX23QUE1001664A		12345678907	U/2 LOT: 5, 100 QUEEN BRISBANE 4000 PLAN: 123765	Change to an Existing Connection	Temporary Builder's Supply	Submitted		23/08/2023
CX23QUE1001654A		12345678907	U/3 LOT: 5, 100 QUEEN BRISBANE 4000 PLAN: 123765	New Connection		Submitted		
CX23TWI1001663A		03759430274	U/132 LOT: 11, 10 TWIN RANGES VICTORIA POINT	New Connection	Permanent	Accepted		

Please note:
Final version delivered to production may differ from above preview

MENU

HELP

Connect Application (CX)

8:49, Thursday 24 August 2023

FY2023

Serial number(s) required	9999	Awaiting Energex/Ergon	9999
Under offer	100	EWR in progress	100
Offer accepted	9999	Saved	150
		Open enquiries	100

CREATE NEW

All Connect Applications

Search

Connect Reference Number	EWR Reference Number	NMI	Premises	CX Application Type	CX Service Selection	Application Status	User (Group)	Submitted Date
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CX23TWI1001663A		03759430274	U/132 LOT: 11, 10 TWIN RANGES VICTORIA POINT	New Connection	Permanent Supply	Accepted		23/08/2023

Please note:
Final version delivered to production may differ from above preview

Here is a snapshot of what you will learn more about:

- ✓ How to access the new portals
- ✓ How to register and/or add an authorised user
- ✓ How to navigate the new portals
- ✓ How to submit an Enquiry/Connection Application
- ✓ How to accept a Connection Application
- ✓ How to submit an EWR
- ✓ How to edit a submission
- ✓ How to submit a Self-Read
- ✓ How to Search/make a payment/ update notifications
- ✓ How to submit a Consumer/Industry PeakSmart rewards claim
- ✓ How we will establish your new Portal account using your existing Portal account details

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Thank you for joining us.

If there are any questions you would like to ask following this session, please reach out to:

CustomerAdvocacy@energyq.com.au

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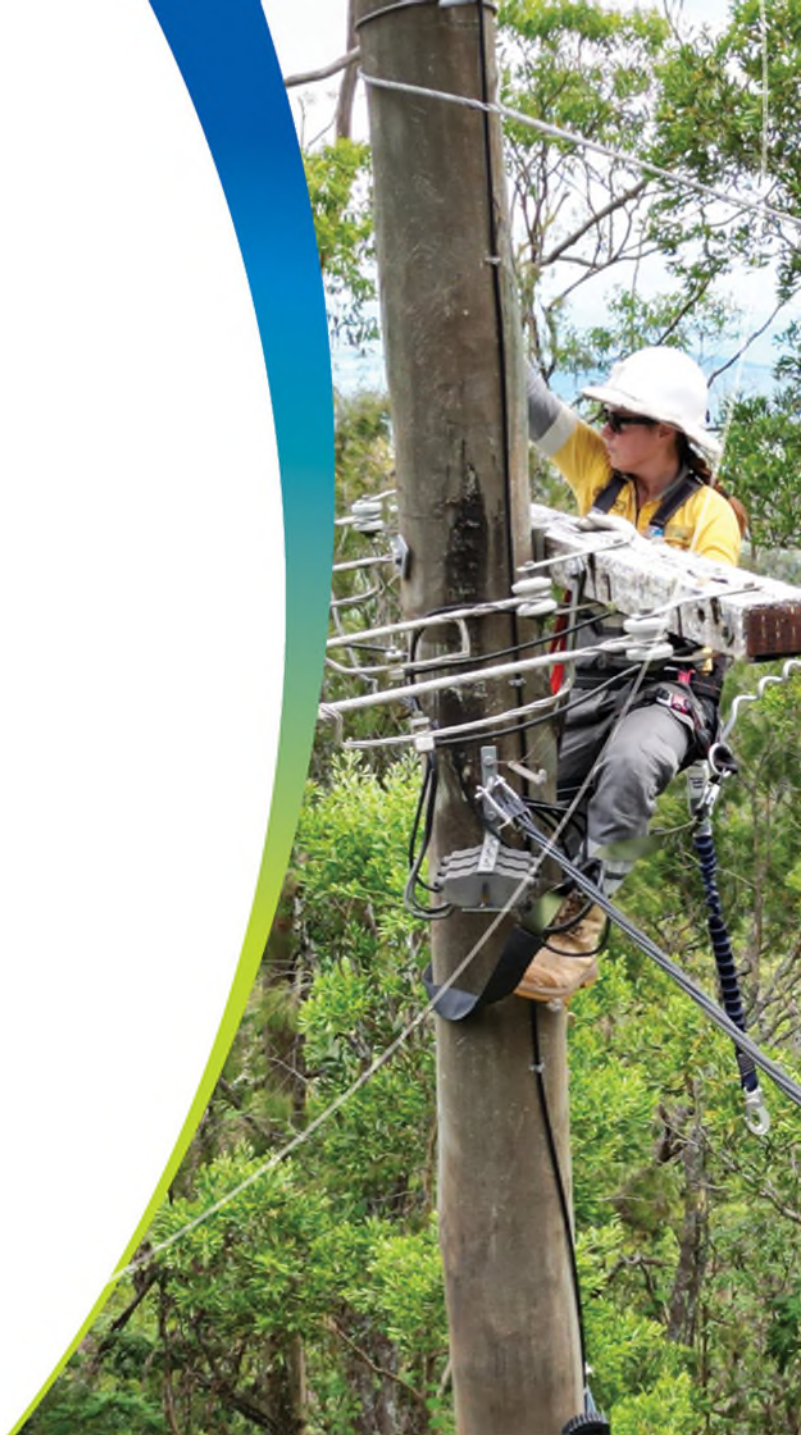
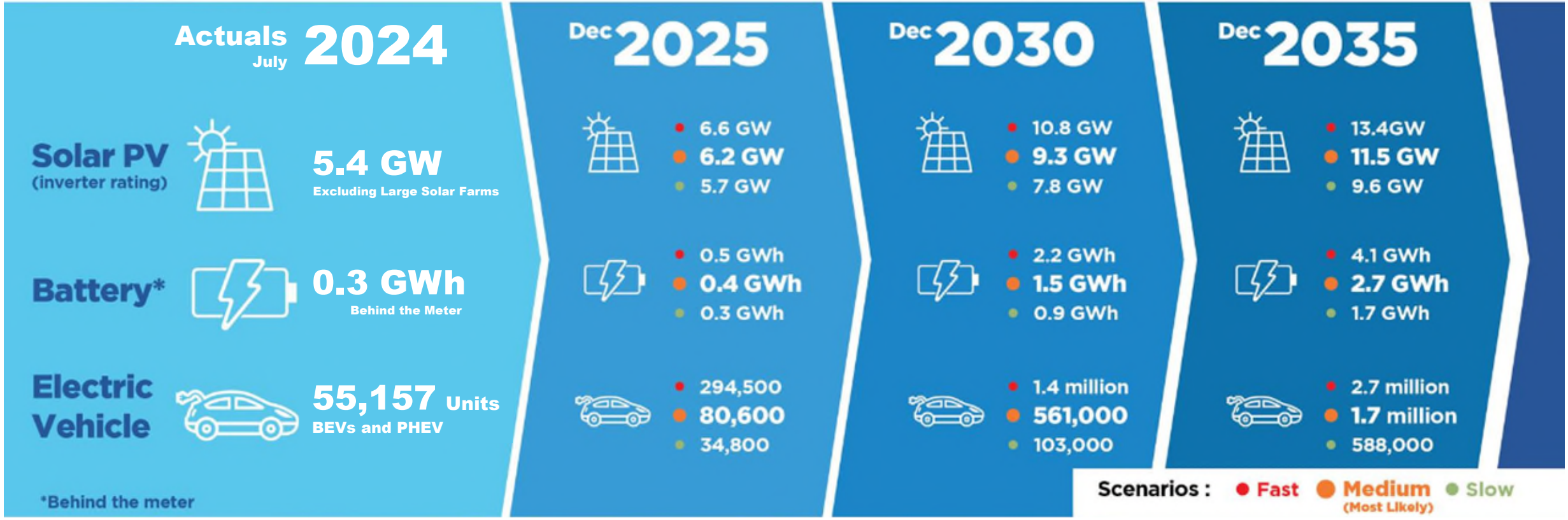
Dynamic connections, emergency backstop and EV charging



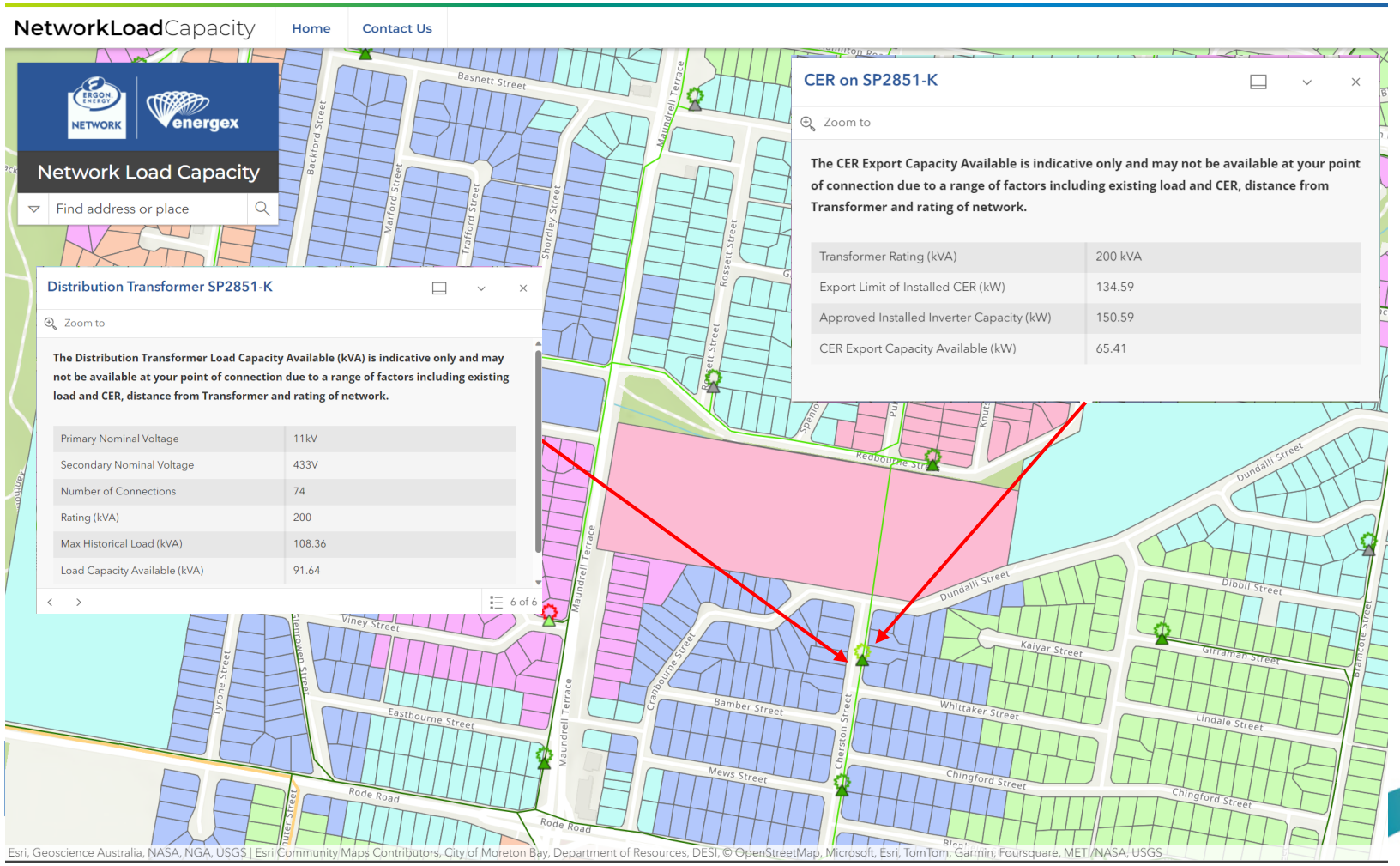
What does the future hold?



Dynamic connections, requirements for home electric vehicle charging (>20amp) and the Emergency Backstop mechanism all form part of our response to maintain a safe and reliable grid.

Improving Grid Visibility

New Network load capacity map showing network assets & available capacity – can help understand if a site may be restricted for export.



Improvements coming in 2025

- LV Distribution Network
- Differentiate between Overhead & Underground
- DNSP easements
- Feeder classifications
- LGA Boundaries

Distribution Transformer

- <5%
- 5-10%
- 10-20%
- 20-40%
- 40-100%
- no data

CER

Export Capacity Available

- <5%
- 5-10%
- 10-20%
- 20-40%
- 40-100%
- no data

What is a dynamic embedded generation (solar, BESS and V2G EVES) connection?

A voluntary alternative to a fixed export arrangement, whereby customers can export more to the grid, when the grid is able to safely accept it. These are the main advantages:

1. **Customers can export more**

   Dynamic connections can export up to 10kW per phase, compared to a maximum of 5kW per phase on a basic connection (or 2kW for premises connected to our regional single wire earth return (SWER) network), and most customers will experience minimal or no restrictions on that limit most of the time.

2. **Minimum export limit**

   Even when there is a need to reduce solar export, customers are still allowed to export 1.5kW.

3. **Customers can install a larger system**

   You can install a larger combined solar PV and battery system up to 20kVA with a dynamic connection on single-phase – up to 10kVA solar PV inverter and 10kVA battery inverter capacity – without the need to upgrade to multi-phase power (which would be required for a fixed export connection).

   Note: Sites using a hybrid inverter (PV and battery capable) under a dynamic connection on single-phase, can only install up to 10kVA total inverter capacity.

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What makes a dynamic solar connection work?

Key component	What is it?
Hardware requirements	Must use an inverter compliant with CSIP Aus OR utilise a compliant gateway device & inverter combination, with Wi-Fi or ethernet capability.
Administrative requirements	1. Complete an Embedded Generation Connect and for the *Proposed Export Limitation* select Dynamic Export. 2. Accept the Negotiated Connection Contract. 3. Submit an Electronic Work Request (EWR).
Registration & commissioning	1. Register your inverter / gateway device with our SEP2 server through our simple web form. 2. Commission the inverter / gateway device, following the procedures from the inverter / gateway device OEM.
Dynamic operation	Our SEP Server sends signals every 5 min, based on real-time and forecast limits on export (if internet connectivity lost, will default to 1.5kW max export).

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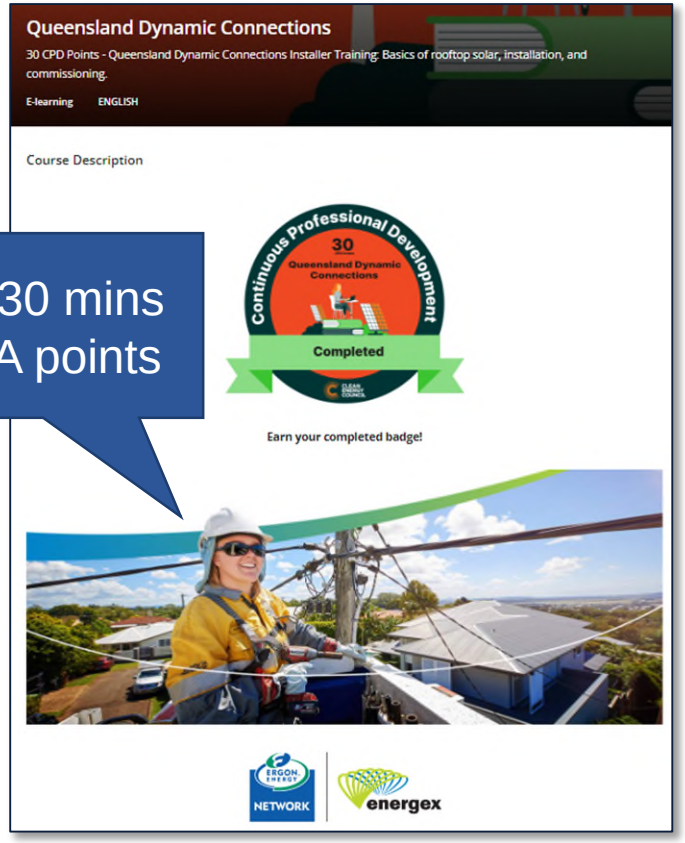
Supporting Dynamic Connections

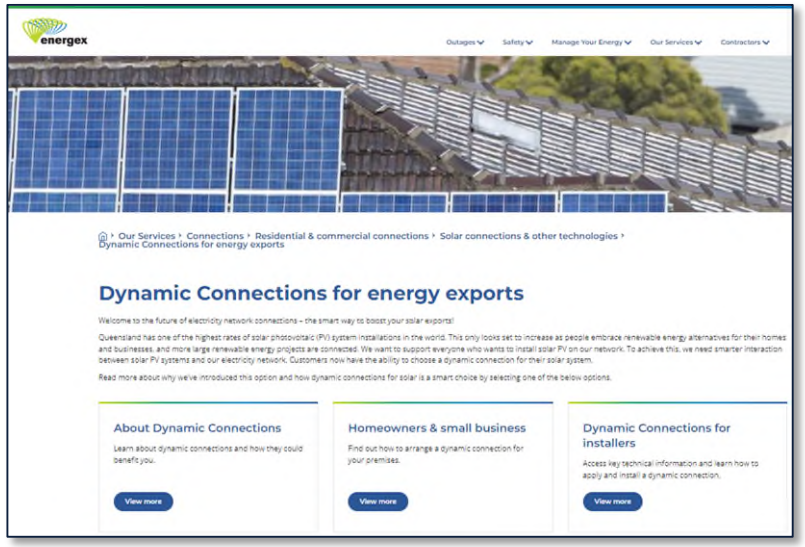
CPD training package



Takes 30 mins
30 SAA points

Access via:
learnlab.cleanenergycouncil.org.au

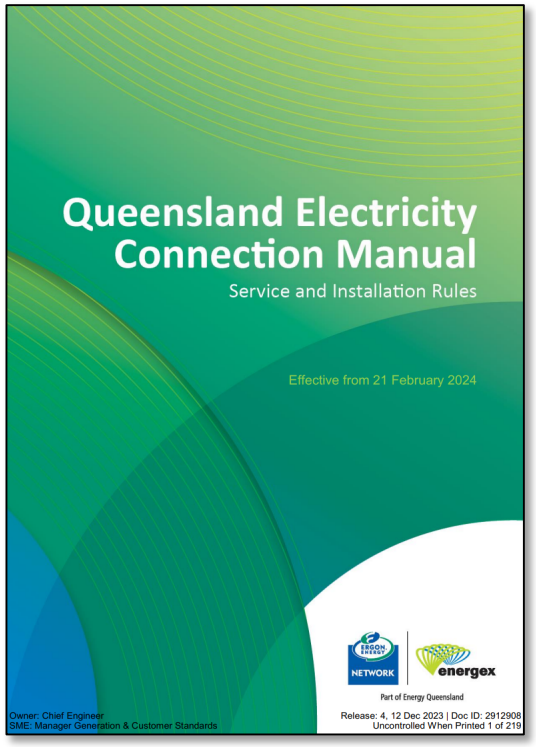
New customer and installer facing web content



energex.com.au/dynamic-connections
ergon.com.au/dynamic-connections

Customer factsheets and animations

Keeping the grid secure – Emergency Backstop



8.10.2 Emergency backstop mechanism

The following requirements apply to a *GSD* for *EG* Systems that are to have an *emergency backstop mechanism* under a relevant *EG* connection standard in clause 8.15.1:

(a) The *GSD* shall be installed in compliance with AS/NZS 3000.

(b) A connection with an individual inverter that is required under an *EG* connection standard in clause 8.15.1 to have a *GSD* shall meet the requirements of the relevant drawing, based on aggregate inverter capacity at the *premises*, as per Table 43:

Table 43 *GSD* for individual inverter

Aggregate inverter capacity at *premises*[1]	Drawing number
≥ 10 k VA and ≤ 30 kVA	QCD05-01
> 30 kVA	QCD05-04

Note 1 – Including inverters with *ESS* DC sources

(c) A connection with multiple inverters that are required under an *EG* connection standard in clause 8.15.1 to have a *GSD* shall meet the requirements of the relevant drawing, based on aggregate inverter capacity at the *premises*, as per Table 44:

Table 44 *GSD* for multiple inverters

Aggregate inverter capacity at *premises*[1]	Drawing number
≥ 10 k VA and ≤ 30 kVA	QCD05-02 or QCD05-03
> 30 kVA	QCD05-05, QCD05-06 or QCD05-07

Note 1 – Including inverters with *ESS* DC sources

Why do we need a backstop?

On the distribution network, the amount of demand for electricity needs to be balanced with supply (from large generators and rooftop solar) in order to maintain grid stability. On days that have large amounts of rooftop solar being exported and low network demand, there is a risk that the system could become unstable or even blackout, particularly if the main interconnector between Qld and NSW has an outage. Backstop enables us to help increase the amount of load on the system by temporarily (a few hours) preventing solar generation during minimum system conditions.

Backstop will ONLY be triggered on instruction from AEMO during a "Minimum System Load Level 3" condition (rare, we expect maybe once per year or less).

The risk of occurrence is low, but consequences are high. So, we need the solar industry's help to ensure connections are compliant and the grid is secure.

Since February 2023, under the Emergency Backstop mechanism, a Generation Signalling Device (GSD) needs to be installed in new and certain upgraded solar systems, 10kVA or above.

Keeping the grid secure – Emergency Backstop - Compliance

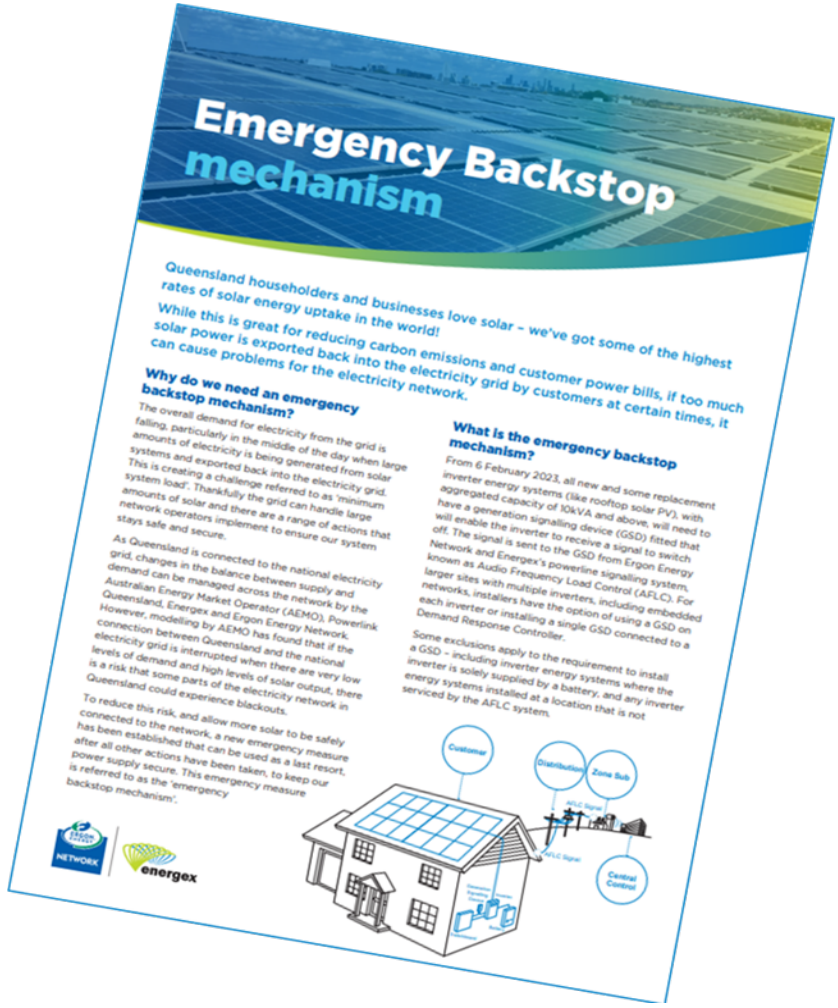
We are undertaking inspections to ensure the Generation Signalling Device (GSD) is installed and operating correctly when a demand response signal is sent to the GSD.

Where a non-compliance is identified, we will firstly notify the Solar Company /Installer responsible for submitting the Connect application, followed by the retail customer if the non-compliance is not rectified as a matter of priority.

Failing to rectify the non-compliance may result in the connection contract being terminated and the embedded generation system being disconnected from the network.

We are investigating further enforcement options for installers who are routinely found to be non-compliant, such as limiting access to submit Connect applications or Electronic Work Requests (EWR).

Since February 2023, under the Emergency Backstop mechanism, a Generation Signalling Device (GSD) needs to be installed in new and certain upgraded solar systems, 10kVA or above.



Having an emergency 'lever' helps keeps the lights on for all customers!

Emergency Backstop – key resources for installers

- Locate the "Emergency Backstop Mechanism" webpage on the Distributors website by searching "Backstop".
- Webpage contains:
  - Matrix table advising when Backstop is required.
  - Factsheet to assist in explaining requirements to customers on a document from the Network Providers.
  - NMI Check function to confirm if backstop is required for an individual NMI as not required in Non-AFLC areas.
  - A Frequently Asked Questions link with answers to many technical questions.
- Qld Electricity Connection Manual (QECM) clause 8.10.2 - connection detail and QECM Appendix A – Drawings.
- A method to test the Inverter settings and GSD before leaving site - removing the RJ45 plug from the DRM mode port on the inverter, or by disconnecting the GSD from the terminal block. This should trigger the Demand Response Mode (DRM) 0 functionality to cease generation in accordance with clause 3.2.2 (d) of AS/NZS 4777.2.

We are interested in your feedback…

Are you facing challenges complying with the Emergency Backstop requirements?

We'd like to understand the challenges you are facing as we would prefer to work with industry on a solution, please contact us at:

- Ergon Energy Network demandmanagement@ergon.com.au
- Energex demandmanagement@energex.com.au

Updating DNSP Standards for AS/NZS 4777.1:2024

Fixed export

Dynamic export

23 August 2024 — 1

AS/NZS 4777.1:2024 & AS/NZS 4777.2:2020 Amendment 2:2024 released

Late 2024 — 2

Draft standards released for industry consultation with AS/NZS 4777.1:2024 updates

23 February 2025 — 3

New versions of DNSP standards released and in effect

Questions

Qld EV Charging Options (QECM V4 February 2024) for single-phase chargers – Premises 100A/phase or less

Still available

1. GPO, slow charging

- Should be confirmed safe and compliant by an EC.
- Up to 20A (2.3 - 4.6kW AC charging).
- No management required.
- “Solar soak” available.
- Cheap to install.
- Good for average, daily charging.

2. EVSE connected to a load control tariff via network managed device.

- 7kW AC charging at property.
- Minimal charging management (no daily) but On/Off
- Fixed c/kWh for energy (no demand charges
- Cost of EVSE
- Suited to charging when greater daily mileage requires.

+

New

3. Basic Active EVSE

- Network device, on primary tariff
- On/Off charging
- No additional cost to customer
- EWR required

New

4. Dynamic EVSE

- Dynamic connection, on primary tariff
- Requires a CSIP-AUS compliant provider
- Import limit can be varied.
- No EWR required

4a. Direct to EVSE

4b. Gateway to EVSE

4c. Platform

Advantages of connecting to a primary tariff

- 7kW AC charging at property
- “Solar soak” available & time of use tariffs, where available.
- External charging management access necessary. Only used when required.

How to connect an EVSE as dynamic?

(does not require an EWR, unless other applicable works are being undertaken)

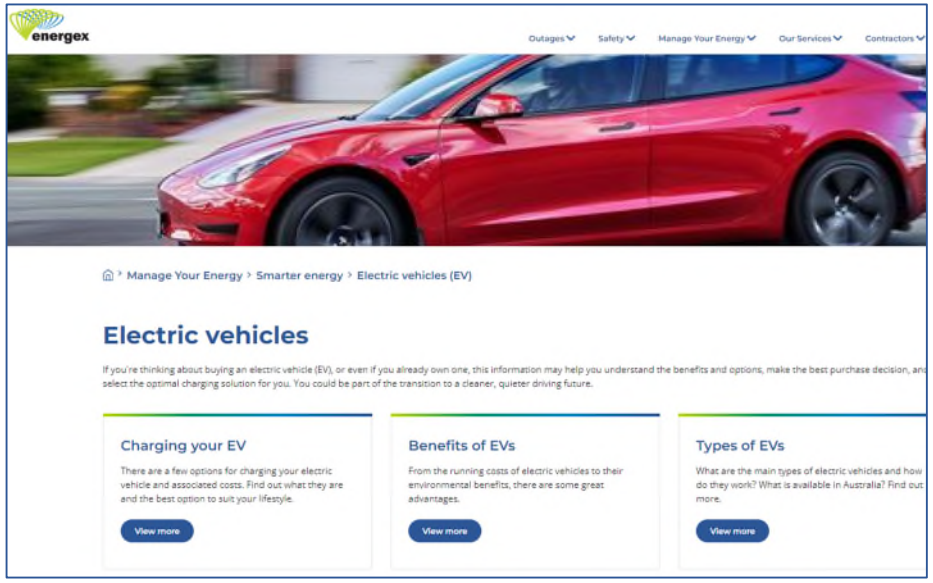
1	**Review technology options** – the list of compliant gateway devices is on www.energex.com.au/evse OR www.ergon.com.au/evse – look for providers with a Compliance Type "L" that have devices compatible dynamic EVSE connection.
2	**Register gateway device** – complete the online registration form (either Ergon Network or Energex web sites – search for "dynamic EVSE registration form") Doing this step ***before*** the EVSE is installed allows you to fully commission the dynamic connection when installing the EVSE (allow up to 10 business days for the registration).
3	**Install EVSE and connect the gateway device** – Refer to gateway device installation and commissioning instructions
4	**Maintain connection** – ensure the gateway device maintains connection with our SEP2 Server – typically based on customer's internet connection. Loss of comms will trigger the device to revert to a lower fixed output (1.5 kW will be the dynamic import limit for the installation while signal is lost)

Supporting EV uptake

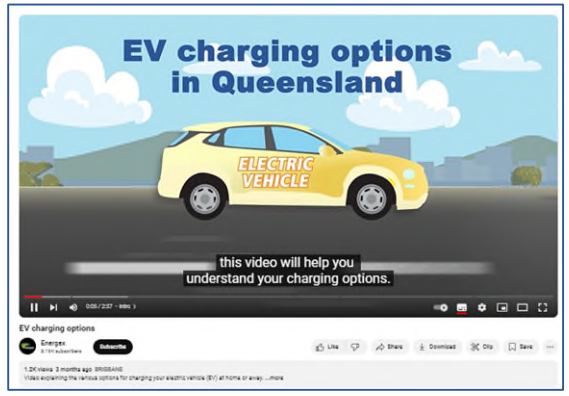
Customer focused web content

energex.com.au/electricvehicles

ergon.com.au/electricvehicles



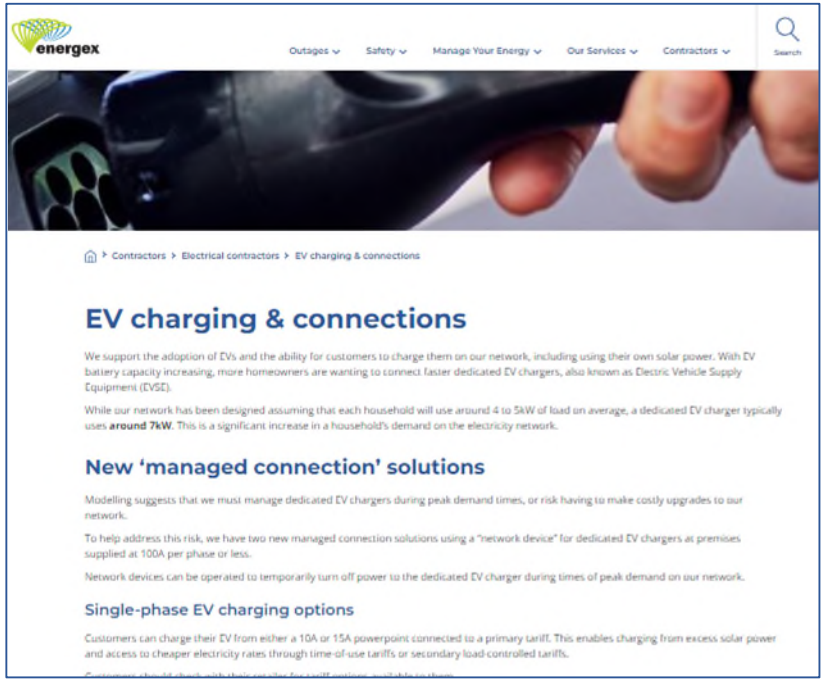
Factsheet & animation on EV charging at home



Installer focused web content & QECM FAQ's

energex.com.au/evse

ergon.com.au/evse



Questions

Low Voltage Overhead Service Maintenance

energex
Part of Energy Queensland

Mains Connection Box Maintenance & Replacement

Mains Box Replacement

- During the current Ergon & Energex Overhead Service Maintenance program installations are found with older style copper mains boxes being inaccessible i.e. covers are stuck with paint or restricted by flashing etc. or fitted with non-compliant Consumers Mains. i.e. the mains box cannot be replaced to accommodate the XLPE cable.
- Where this is the case, staff will replace the Overhead Service cable and terminate to the copper mains box with copper tails via Crimp Sleeves or IPC’s. A Form 3 is then issue to the customer to have the copper mains box / consumers mains replaced to meet the current Standards.
- Electrical Contractor’s are reminded to remove the Crimp Sleeves /IPC’s and copper cable tails during the installation of the new mains connections box.

Mains Box Replacement

- QECM

- **5.2.4 Provisions of consumer mains and means to terminate**
- The Customer shall:
- (a) Provide and maintain consumer mains at their expense.
- (b) Provide suitable terminations as per this manual on the consumer mains for connection by the DNSP to the DNSP termination and point of attachment at the DNSP service point.

Mains Box Replacement

- QECM
- **6.3.1 Provision of access to the service line**
- The Customer shall ensure sufficient clear unobstructed access to the service line, around, and below the DNSP termination, point of attachment and connection point to allow the DNSP to safely maintain the service line.

Mains Box Replacement

- QECM

- **6.7.4 Distribution Network Service Provider (DNSP) termination of LV OH service line**
- The LV OH service line at the DNSP termination shall meet the following requirements:
- (a) Be located within 600 mm of the point of attachment.
- (b) For LV OH service line cables up to 95mm², a **suitable mains connection box** that meets the following requirements:
- (i) equipped with house service connectors for the connection of an OH service line by the DNSP; and
- (ii) mounted to provide adequate support by brackets or similar and not be reliant on rigid conduit for support.

Mains Box Replaced and HSC's still connected with copper cables

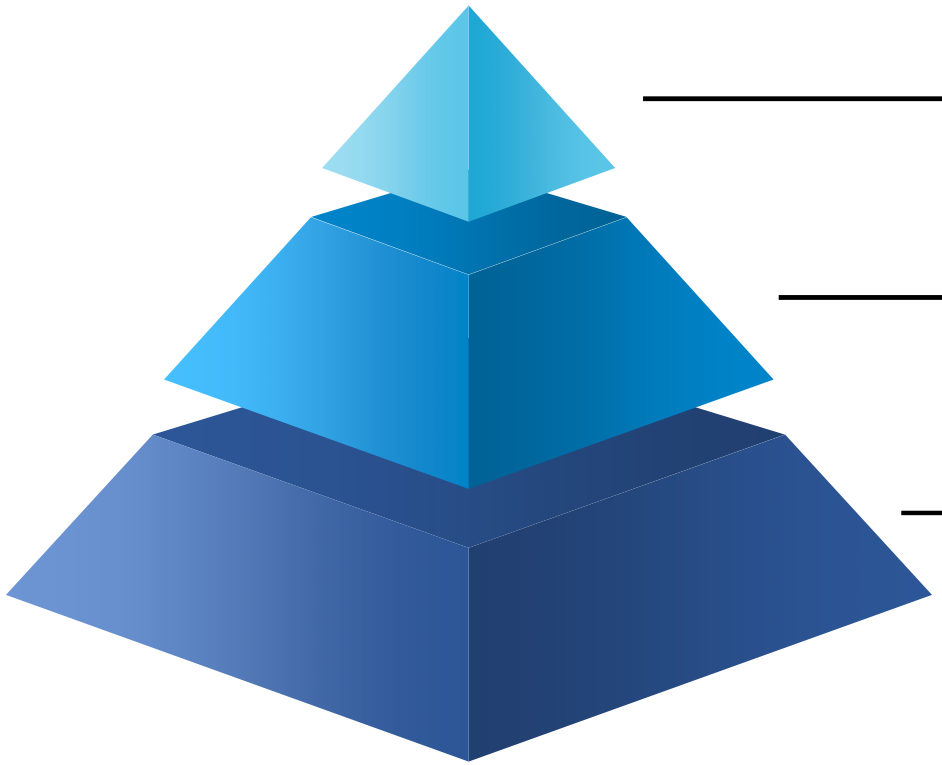
Questions

Energy Academy 2024 Connections

Compliant Connection Applications

Application Efficiencies:

Requirements by Work Type



Rural Applications
Point of Supply, Maximum Demand, Site Plan

Pumps/Non-Domestic Equipment
Start method, Running current, Usage details

Subdivisions
Council Decision Notice, Survey Plan, Lot Layout

Portal EWR - Enquiry vs Application vs Relocation Selection

1	2	3

Enquiry

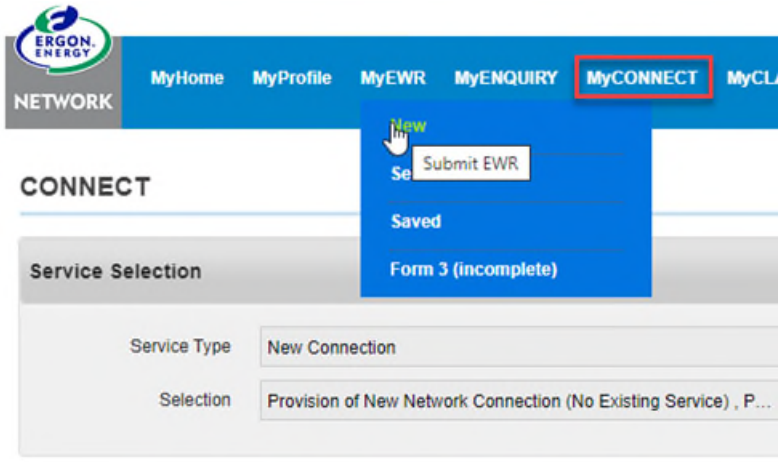
For initial information requests

Connection Applications >1MVA (LCC)

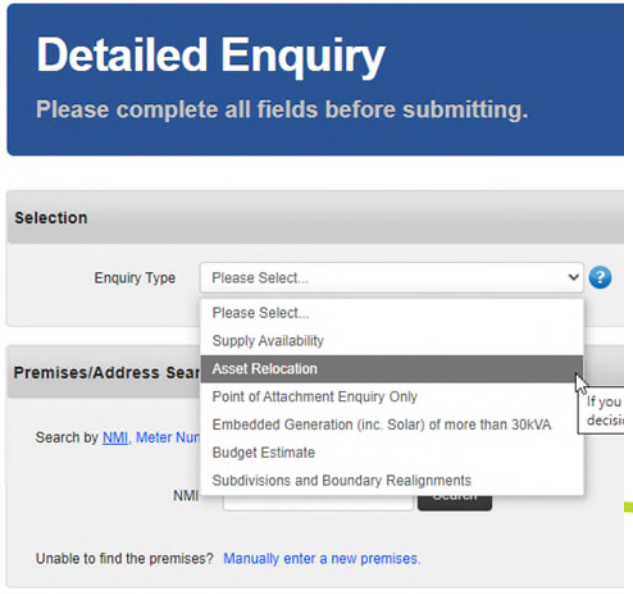
Application

For formal connection requests

EWR's >100Amps



Relocation



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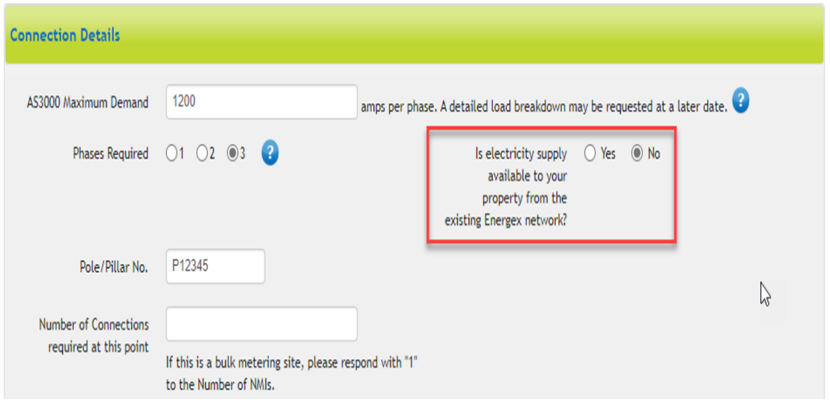
Enquiry vs Application – FAQ's



If you know the Network requires upgrading or are unsure, tick the NO button

Do I need an Enquiry or An Application?

Im unsure if there is LV Network / 3 Phase / supply in the street	Supply Availability Enquiry
I need a 2nd Point of Supply / Flying Fox Connection	**Energex Network** Supply Availability Enquiry (attach dispensation if available)
	Ergon Energy Network Connect Application (attach dispensation provided)
I need a feasibility study to assist in organising my council Decision Notice (DA Conditions) and/or (South East) CBD Fringe or Equivalent suburb	Supply Availability Enquiry
I know there isnt supply available, but I don't have a large load (e.g 3ph 40amps)	Connect Application (select 'No' to Supply Available question)
I know supply is available, but I don't have a large load (e.g 3ph 40amps)	Connect Application (select 'Yes' to Supply Available question)
I am unsure if there is supply available, but I have a large load (e.g 3ph 120amps)	Connect Application

Useful Links

Energex Portal User Guide external website
Ergon Portal User Guide external website
Energex EP Portal external website
Ergon EP Portal external website

New connections | Ergon Energy
FAQ Results | Energex
Connect to the network checklist

Questions

Thank you for your attendance

- Recordings and slide packs will be available on our Network Websites and sent to all attendees
- For any further enquiries or questions please contact customeradvocacy@energyq.com.au
- Keep informed about what's happening in the industry and any changes to compliance, rulings and legislation and sign up to our Industry Alert
  - Ergon Energy Network
  - Energex

Ergon Energy Network

Energex