Major Customer Connections

28 October 2022

Part of Energy Queensland

FAQs for new STNW3522 Standard for Major Customers and Major Customer Manual Effective 25 October 2022

1. Why has Energex and Ergon Energy released a Standard for Major Customer Connections (STNW3522)?

Queenslanders continue to be world leaders in embracing renewable technologies. As the demand for electricity grows in our homes and businesses, a distribution network connection is becoming the gateway to enabling the use of new renewable technologies and to access emerging energy markets.

Energex and Ergon Energy Network has been updating the information that supports our customer connections to better align with the electricity grid of the future. One of the areas we are focusing on currently is our Major Customer connections. By introducing a Standard for Major Customers, we aim support our customers with safe, reliable and cost-effective connections for their current and future needs.

2. What should I expect to see in the new standard STNW3522?

The new standard includes requirements which:

- provides greater visibility of technical requirements which are currently considered as part of a connection application to assist customers upfront with their project decision making and scoping.
- improves clarity for standard connection arrangement options.
- supports Major Customers seeking to add Consumer Energy Resource (CERs) now and in the future; and
- improves uniformity for Major Customer connection requirements across Queensland.

3. How do I know if the Standard applies to my connection project?

Applications for a new or altered connections classified as Major Customer, must adhere to STNW3522 from the **25 October 2022.**

Applications received prior to this date may be assessed under previous policies provided those connections proceed within relevant timeframes.

4. Does this standard STNW3522 apply to Embedded Generation (EG) connections?

Yes, STNW3522 applies to EG connections where they are also classified as a Major Customer connection. STNW3522 works in conjunction with the EG standards so you will also need to meet the relevant EG connection standard (STNW1174, STNW1175 or STNW3512).

5. If there is inconsistency between EG Standards and STNW3522, what do we do?

If you think you found an inconsistency, let us know at standardsfeedback@energyq.com.au.

You may see some variance in a few definitions and terminology. We made updates in these areas based on feedback from our stakeholders, which will flow through to our EG standards when they are next updated. For example, we use the term Grid Isolation Device (GID) in our EG standards and in the new Major Customer standard it is now referred to as a Grid Disconnection Device (GDD).

6. What is the difference between the Grid Disconnection Device (GDD) in STNW3522 and the Grid Isolation Device (GID) in the EG standards?

We changed this definition with the development of the new Major Customer standard. Our Stakeholder feedback determined that Grid Disconnection Device (GDD) was a more representative name for the function of the device than the Grid Isolation Device (GID). Along with the new name and acronym, the requirements have been more clearly defined. As mentioned above in Question 5, this change will be included in the EG standards when they are next updated.

Any further questions?

Where you have a dedicated contact for your project, please speak to them in the first instance for any question you have. If you have any other questions, please contact Energex or Ergon Energy at the following contacts.

Contacts	
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