Self Service Connect Application & Enquiry Guide

April 2021

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What is a Connect Application?

A Connect Application is a request to Ergon Energy Network to connect a customer's premises to our electricity network, or to alter an existing connection.

You, as the customer (or your representative, e.g. Electrical Contractor) must submit a Connect Application and accept our Offer for delivery of the works before we can connect you.

The current requirements came into effect for Queensland on 1 July 2015 under the National Energy Customer Framework.

When is a Connect Application Needed?

A Connect Application is needed for all new connections and some types of connection alterations:

- New Connections
  - Permanent Position
  - Temporary Position
  - Subdividing your block of land
- Change an Existing Connection
  - Change to the number of phases at the Premises
  - Increase in Existing Connection Capacity
  - Change to the Point of Attachment (relocation of POA)
  - Change of Supply Type (i.e. Overhead supply to Underground supply)
- Embedded Generation – (Incl. Solar, Wind, etc.)
- Unmetered Supply
  - Provision of Unmetered Supply
  - Installation of a Watchman's Device
  - Increase in Existing Connection Capacity (UMS)
- Public Lighting
  - Provision of new/additional Public Lighting

If a Connect Application is required, you must accept our Offer and the Connect must be linked to the matching Electrical Work Request (EWR) before your works can proceed. Your Electrical Contractor will submit the EWR on your behalf.

If a new National Metering Identifier (NMI) is needed for your new premises, it will be created once the Connect Application is submitted and our Offer has been accepted.

How do I Arrange a Connect Application?

You can arrange a Connect Application and accept our Offer in a few ways:

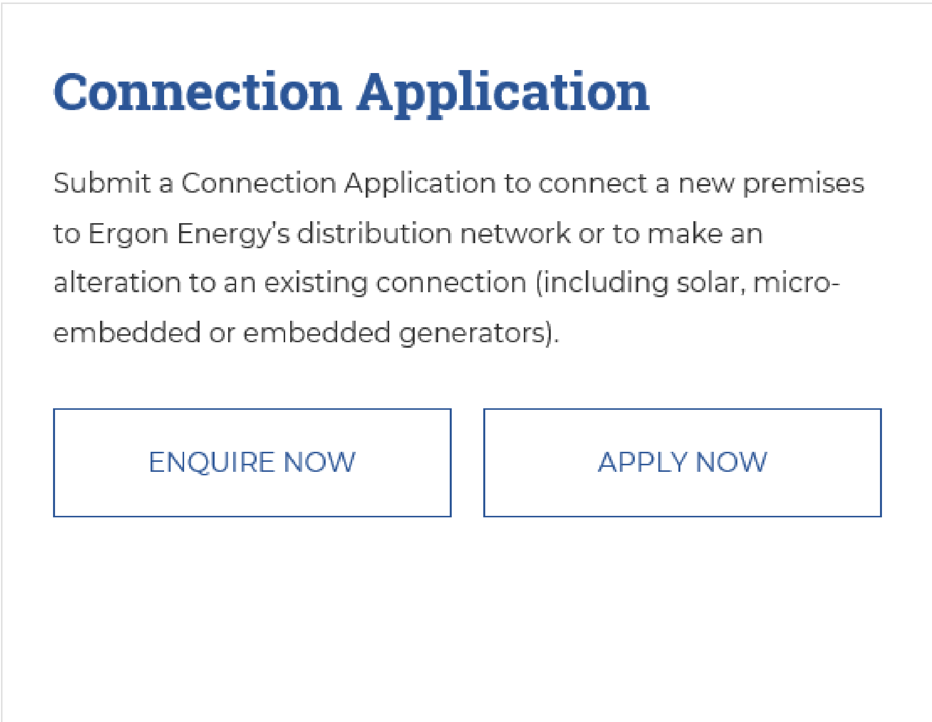
- You can use our Self Service to submit and track your Connect Application (preferred option).
- You can ask your Electrical Contractor to submit and accept our Offer on your behalf in the Electrical Partners Portal (called an 'expedited' Connect, for Basic Connection Services only).

How to Create a New Connect Application

Registered users can submit Connect Applications in **"Self Service"**.

If you haven't yet registered for Self Service, follow the instructions in the Self Service Guide.

To submit a Connect Application, click on **APPLY NOW** in the Connection Application section.



You can Save and close your Connect at any time. You do not need to complete all the details before you can **Save**.

Once you click on **Save** you will receive a pop-up box to add in comments (this is optional) on why you are saving the Connect before submitting it.

Service Selections

You will be taken to the **Service Selection** screen to select the Connect Service Type. Select the **Connect Service Type** by using the drop-down lists in steps 1, 2, 3 and 4. Depending on your selections you may not need to select options for all four fields.

New Connection

This service type should be used for a property that has never been connected to the network before or if you need to move a construction supply to a permanent location (and vice versa). Under this service type you have two options:

1. Construction (BTS) Position
2. Permanent Position

If you need to move a BTS to Permanent (or the reverse) you will need a new NMI. You can use the Connection Application as your indication one is required *(see Premises/Address Search).*

Change an Existing Connection

This service type should be used if you are making any changes to an existing supply (either Temporary or Permanent) including increase in phases or supply. Under this service type you have five options:

- Change to the number of Phases at the Premises
- Increase in Existing Connection Capacity
- Change of Supply Type
- Change to the Point of Attachment
- Change to BTS Location

Provision of Unmetered Supply

This service type should be used if you are contracted to do works for a company or Government body that requires unmetered supply (e.g. streetlights, NBN, etc.). Under this service type you have three options:

1. Installation of a Watchman's Device
2. Increase in Existing Connection Capacity (UMS)
3. Provision of Un-Metered Supply

Public Lighting

This service type should be used if you are contracted to do an installation of new/additional public lighting.

Requesting Non-Domestic Load Control

An Electrical Contractor (EC) or applicant can lodge a request for non-domestic load control via the Electrical Partners portal by lodging either a New Connection or EWR, depending on the customers circumstances. The following network tariffs are considered non-domestic load control tariffs:

- Small Business Primary Load Control (BPLC)
- Large Primary Load Control (LPLC)
- Large Secondary Load Control (LSLC)

When to submit an:

EWR	New Connect
Existing customers who wish to forfeit their existing Primary/General supply network tariff/s OR Existing customers wishing to request **the Large Secondary load** control tariff – LSLC	Customers who wish to retain their existing Primary/General Supply network tariff/s AND add another connection to take advantage of the Primary Load Control tariff options. An EWR will also be required

How to Lodge a New Connection Request for Non-Domestic Load Control

1. Select the relevant Service Selection:

- New Connection
  - o Provision of New Network Connection OR No Existing Service > Permanent Position
- Change to an Existing Connection
  - o Increase to an Existing Connection Capacity or Change of Supply Type

2. Complete the New Connect Form as required:

It is important that the **AS3000 Maximum demand** field is completed accurately to ensure the request is assessed appropriately.

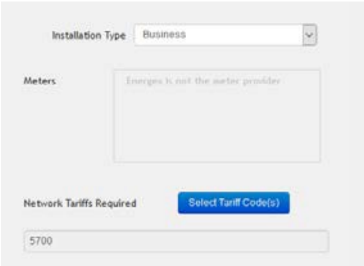
Non-domestic load control is selected in the following sections:

- Change Details section:

  - Select **Yes** to request non-domestic load control (Primary load control or Large Secondary load control)
- Complete the declaration and submit the Connect.

How to Lodge an EWR to Request Non-Domestic Load Control

1. Complete the EWR as required
2. New non-domestic load control tariffs are only available to Business customers; thus non-domestic load control tariffs are only available if the Installation Type = Business



3. Select the button Select Tariff Code(s)
4. Choose the desired tariff – a warning message will appear to confirm the applicant is aware of the tariff's constraints.
5. Complete the remainder of the form and submit.

Embedded Generation (Including Solar)

This service type should be used when you are installing or changing an embedded generation device on a premise.

Under this service type you have three main options (refer to 'Embedded Generation Service Selections'):

- Initial Installation
- Increase Capacity
- Replace Current Inverter (No Increase of Capacity)

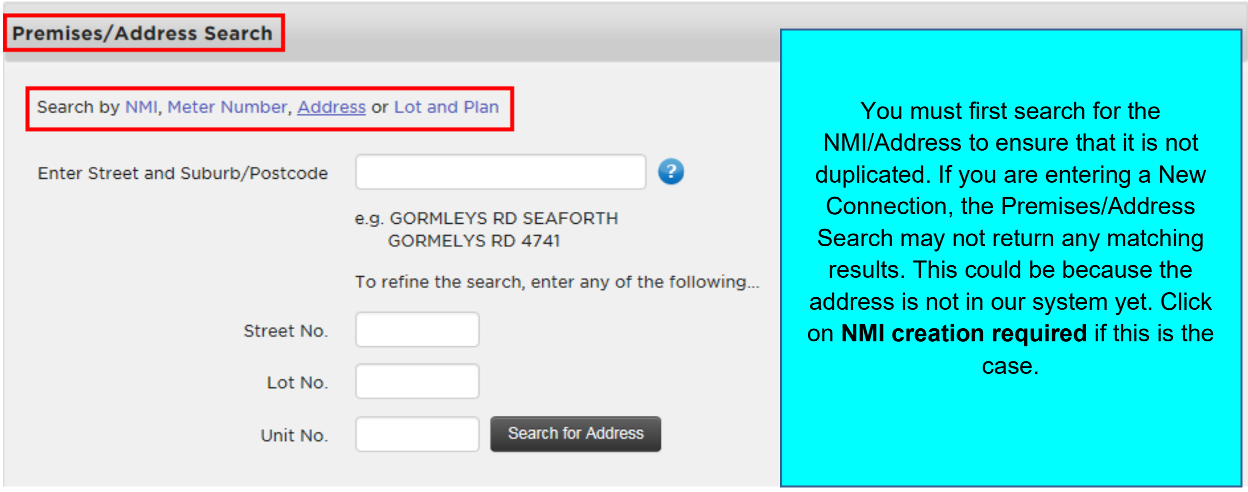
These three options have sub-categories under them to reflect if the installation is for inverter, battery, or panel changes.

For some actions you may be asked to then choose if your installation is for ≤30kVA or >30kVA.

Premises/Address Search

The next section will help you to locate the premises/address where the works are to be completed. You can search either by:

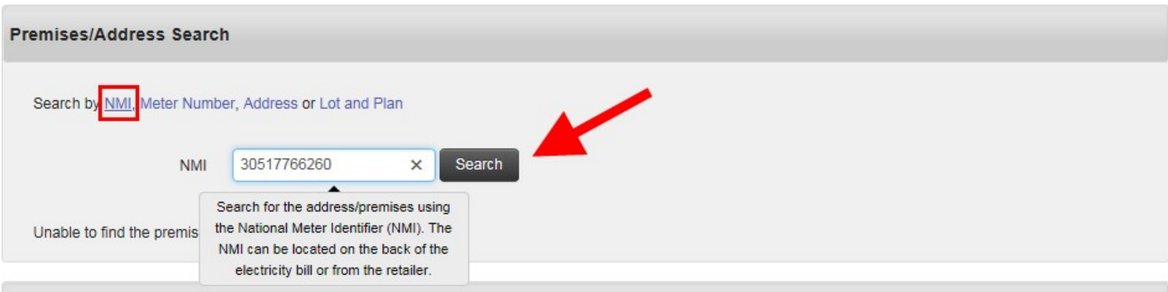
- NMI - National Metering Identifier
- Meter Number
- Address
- Lot and Plan



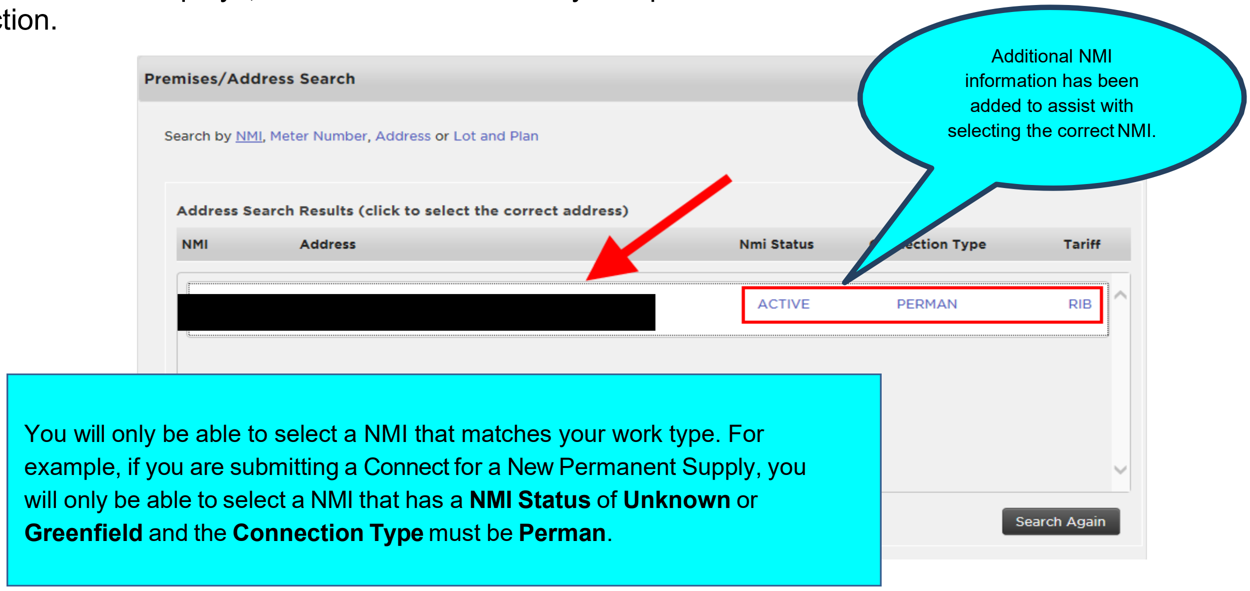
Search by NMI

The NMI is a 10 or 11 digit number that identifies the premises and is usually found on the front of your electricity bill.

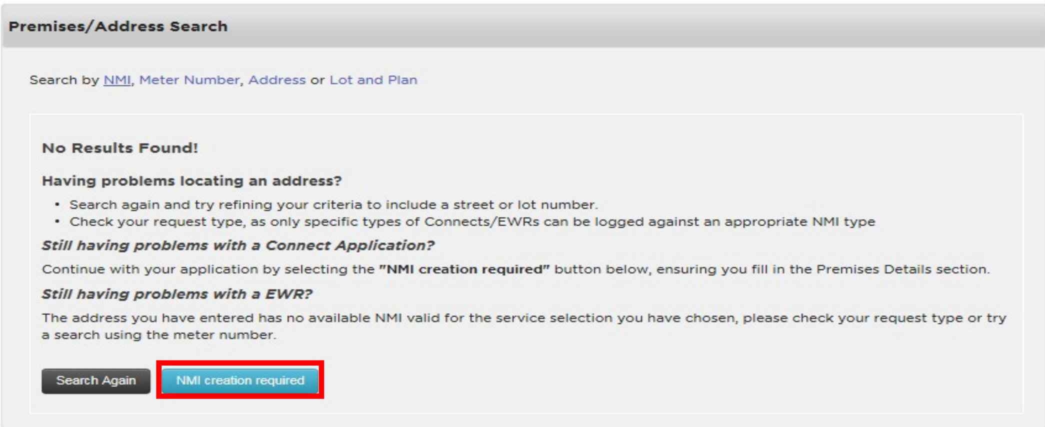
Click on the **NMI link**, enter the customer's **NMI** and click **Search.**



If the address displays**, select it** to automatically complete the Premises Details in the next section.



If you are submitting a Connection Application for a **New Connection** and there are no matching results, click on **NMI creation required.** Alternatively, click on **Search Again.**



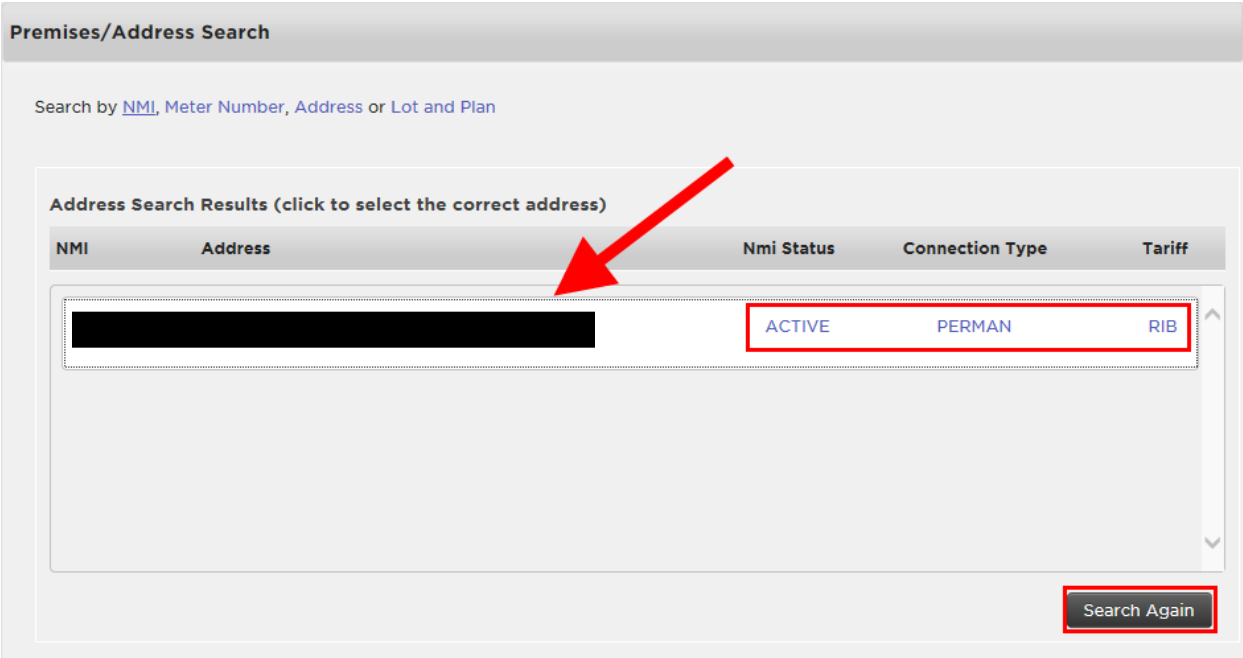
NMI Status	Definition
NEVER CONNECTED	The NMI has not yet been published to the National Electricity Market and has not been connected.
GREENFIELD	The NMI has been published to the National Electricity Market but has not yet been Connected.
ACTIVE	The NMI has been connected to the electricity network.
DE-ENERGISED	The NMI has been temporarily disconnected from the network. EWR can still be submitted on these NMIs.
EXTINCT	The NMI has been permanently disconnected from the network and all Ergon Energy and metering assets have been removed. EWR cannot be submitted on these NMIs.
Connection Type	**Definition**
PERMAN	Permanent Supply
TEMPOR	Builder's Temporary Supply
UNMTSU	Un-Metered Supply
CMTY	Community Supply
LIGTNG	Lighting – public or streetlight supply
MULCON	Multi Connection – can be listed for units
OTHER	Can be used if Connection Type is Unknown
BTS	Builder's Temporary Supply (no longer in use)

Search by Meter Number

You can search for a premises by entering the meter number.

Click on the **Meter Number link**, enter the **meter number** and click **Search.**

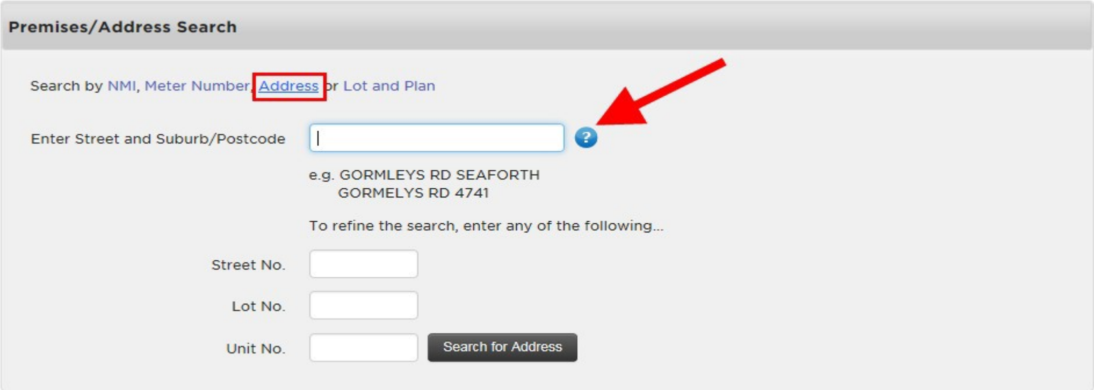
If the correct address displays, **select it** to automatically complete the Premises Details in the next section. If there are no matching results, click on **Search Again** or for a New Connection, click on **NMI creation required**.



Search by Address

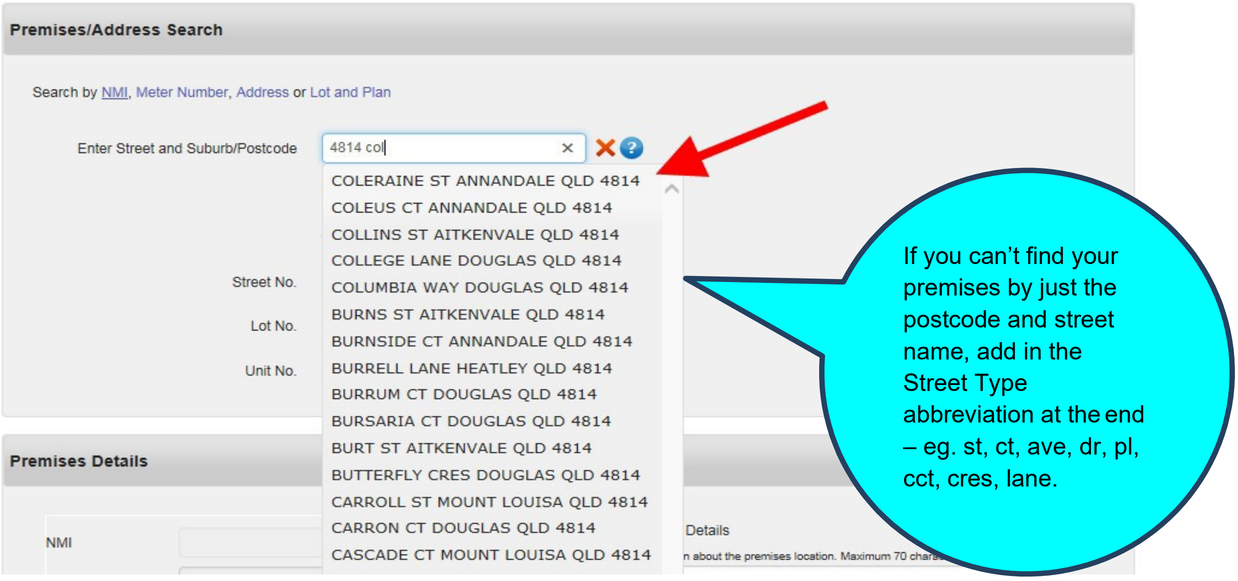
You can search by address by entering as much information as you have on the premises. You can search by **street, suburb or postcode** and refine the search by adding the **street type, lot or unit number.**

Click on the **Address link**. There are a number of ways that you can search for the premises in the **Enter Street and Suburb/Postcode** field. Let's look at the options for searching on the address 20 Coleraine Street, Annandale 4814.

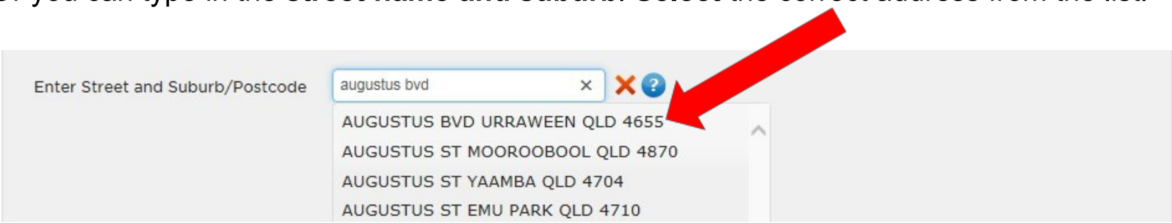


You can just type in the **street name,** e.g. coleraine. Then **select** the correct address from the list.

Or you can type in the **postcode and street name**, e.g. 4814 coleraine. Then **select** the correct address from the list.

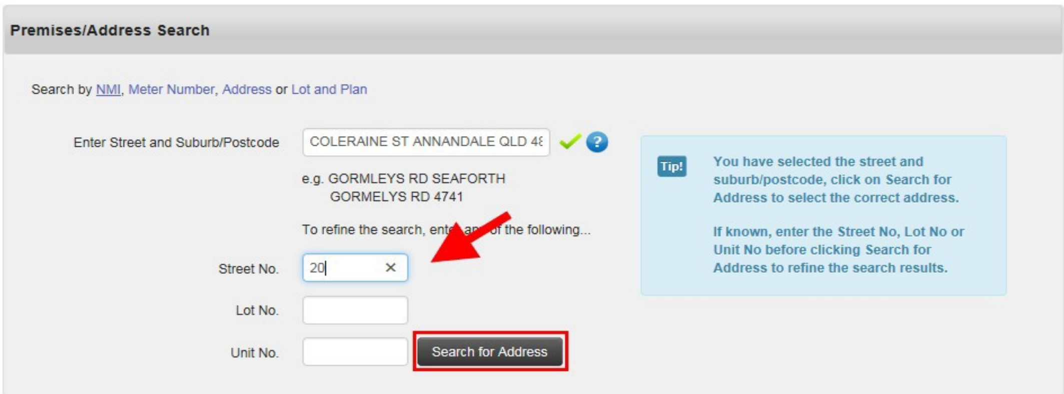


Or you can type in the **street name and suburb**. **Select** the correct address from the list.



The more characters of the street or suburb that you type into the search area, the more refined your results will be. If you are unsure of the spelling of the street or suburb, type in the postcode or the first three characters of the street or suburb to help you find the correct premises.

After you select the correct address, fill in the **Street No, Lot No and/or Unit No** if you have those details. Click **Search for Address.**

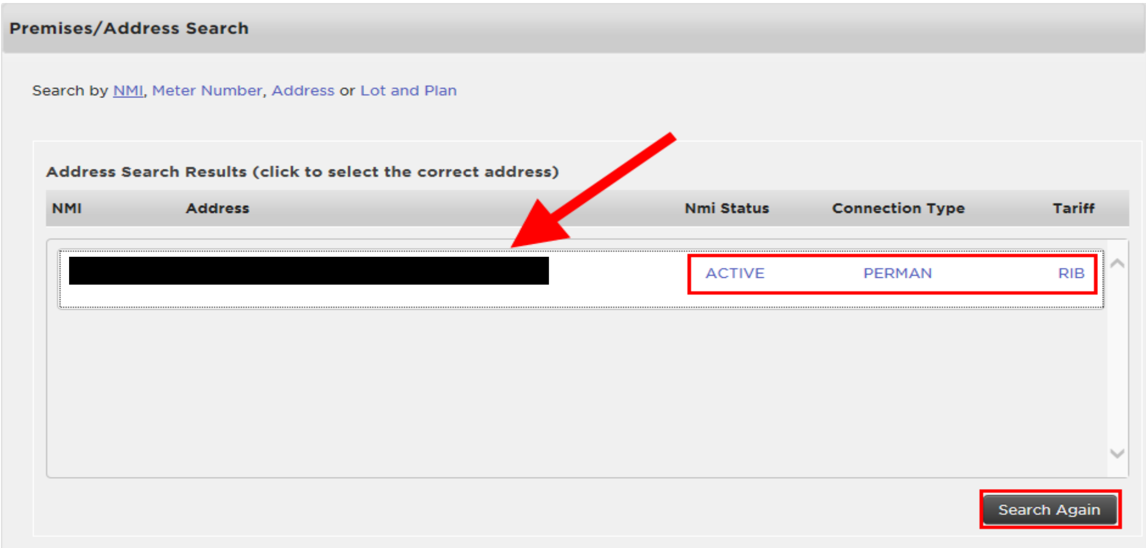


If the correct address displays, **select it** to automatically complete the Premises Details in the next section. If there are no matching results, click on **Search Again** or for a New Connection click on **NMI creation required**.

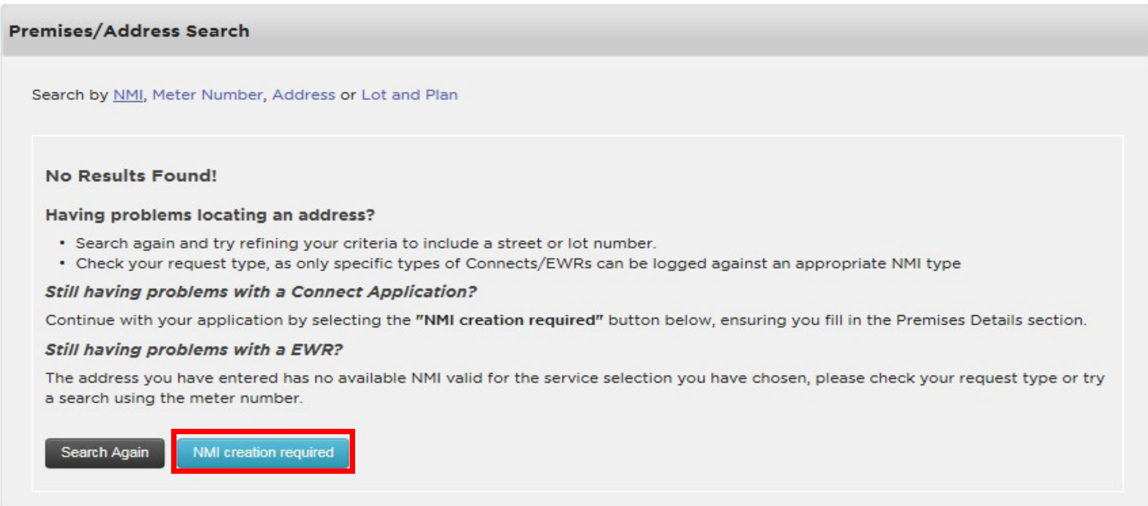
Search by Lot and Plan

You can search for a premises by entering the Lot Number and Plan Number - **both** must be entered to return search results.

Click on the **Lot and Plan** link. Enter the **Lot Number** and **Plan Number** and click **Search**.
If the correct address appears, **select it** to automatically complete the Premises Details in the next section.

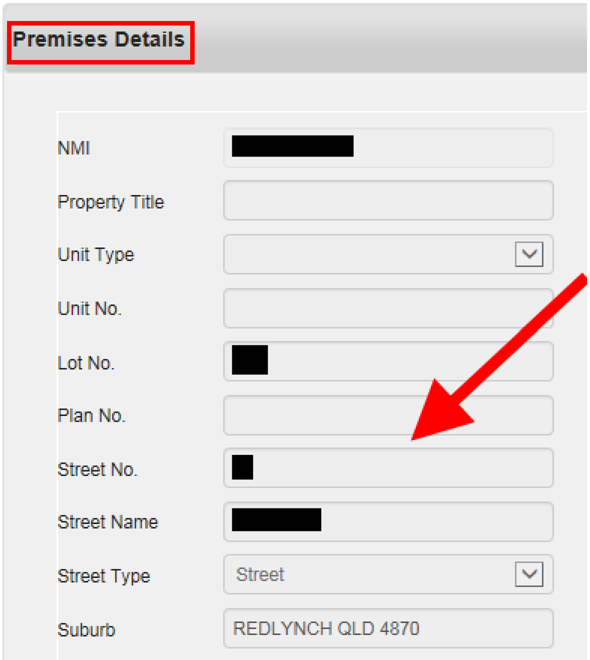


If the premises can't be found, click on **Search Again** or for a New Connection, click on **NMI creation required.**



Premises Details

Once you have selected the correct address from **Premises/Address Search** section, you will notice that this information has automatically completed the **Premises Details** for you. Check the details to ensure they're correct.

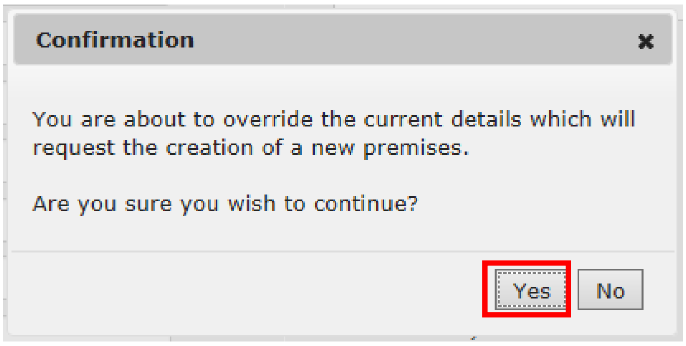


NMI Creation Required

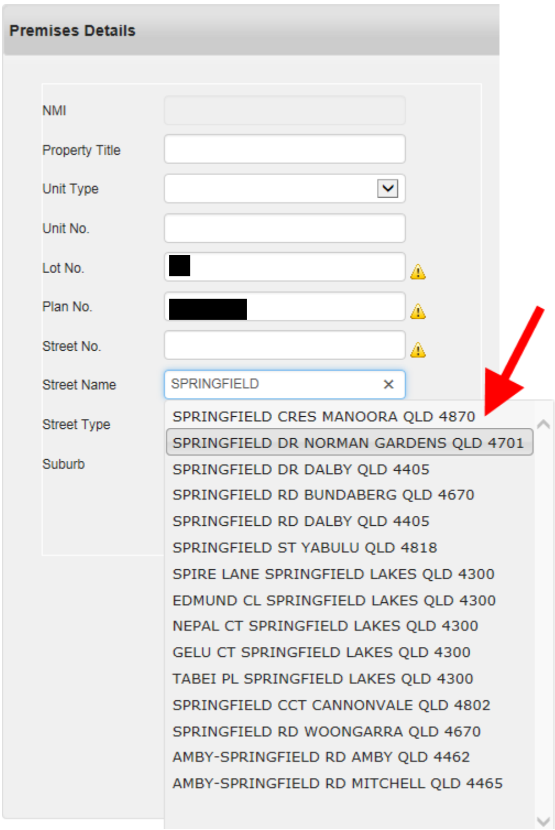
If you didn't find the correct address in the **Premises/Address Search** section, this means it may be a **new connection** to our electricity network and the premises is not yet set-up in **"Self Service"**.

You need to **manually enter** the premises details.

After clicking on **NMI creation required**, if you see this message below, click **Yes.**



If you type in a **Street Name**, you will see a list to select from.



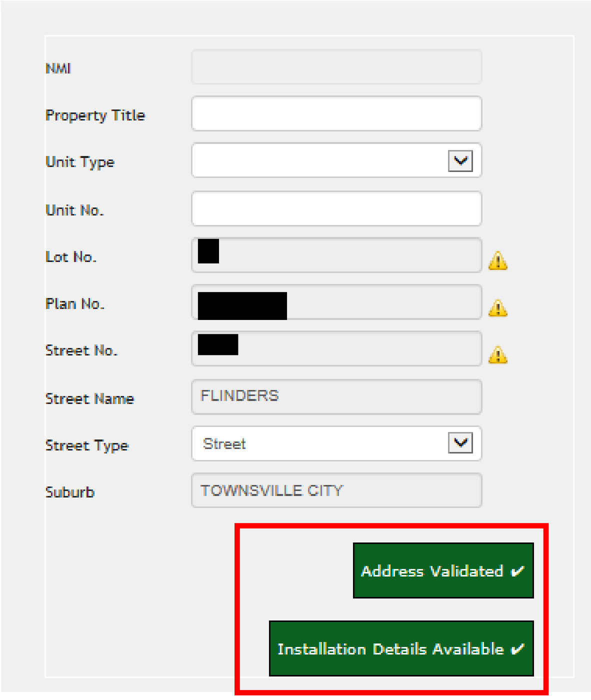
Fill in the premises fields and click the **Validate Address** button.

You can either fill in Lot No. and Plan No. (you must enter the whole Plan number including the alpha prefix of RP or SP) **or** the Street and Suburb fields.

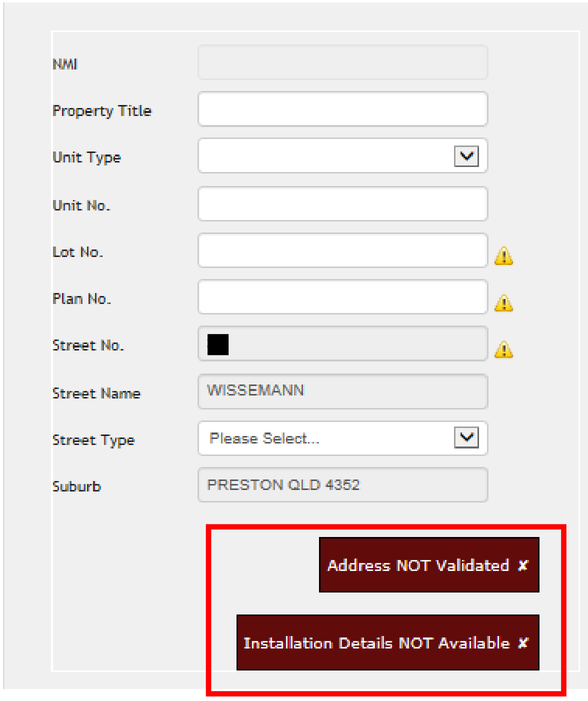
Self Service will check the databases to validate both the **Premises Address** and the **Installation Details.** Sometimes they will and sometimes they won't be validated.

Don't worry if the details are not validated - no further action is required by you and the form will still submit.

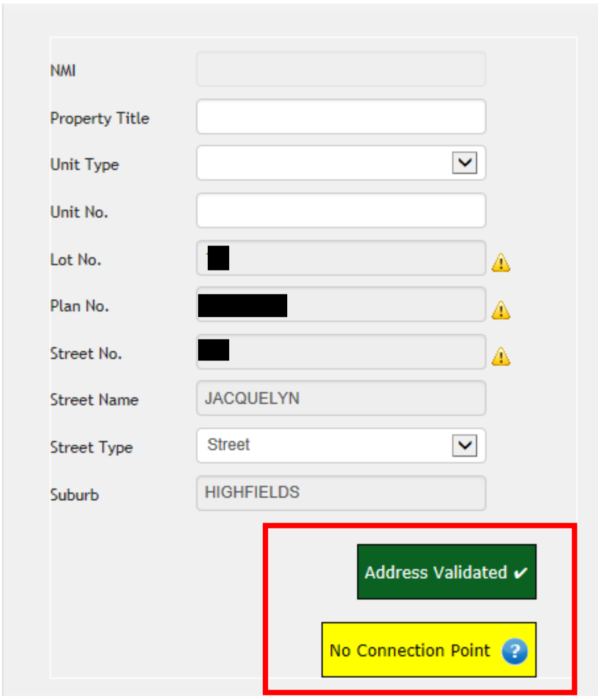
Both validated



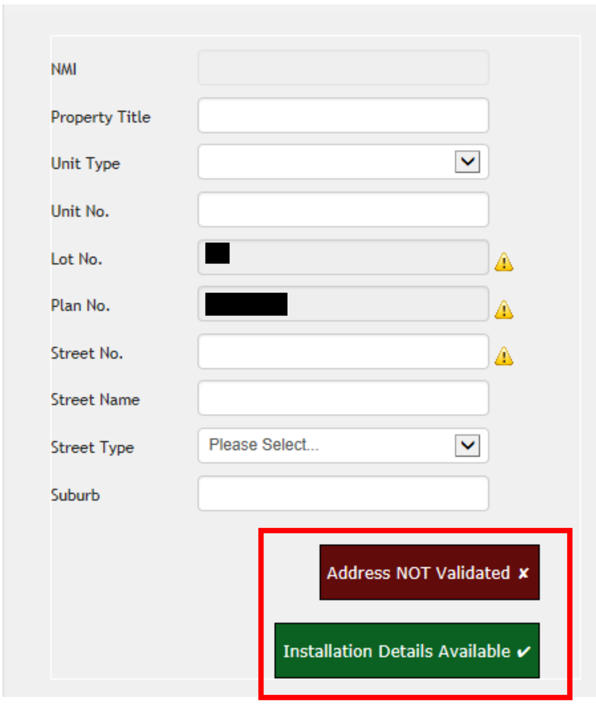
Neither validated



Address only validated

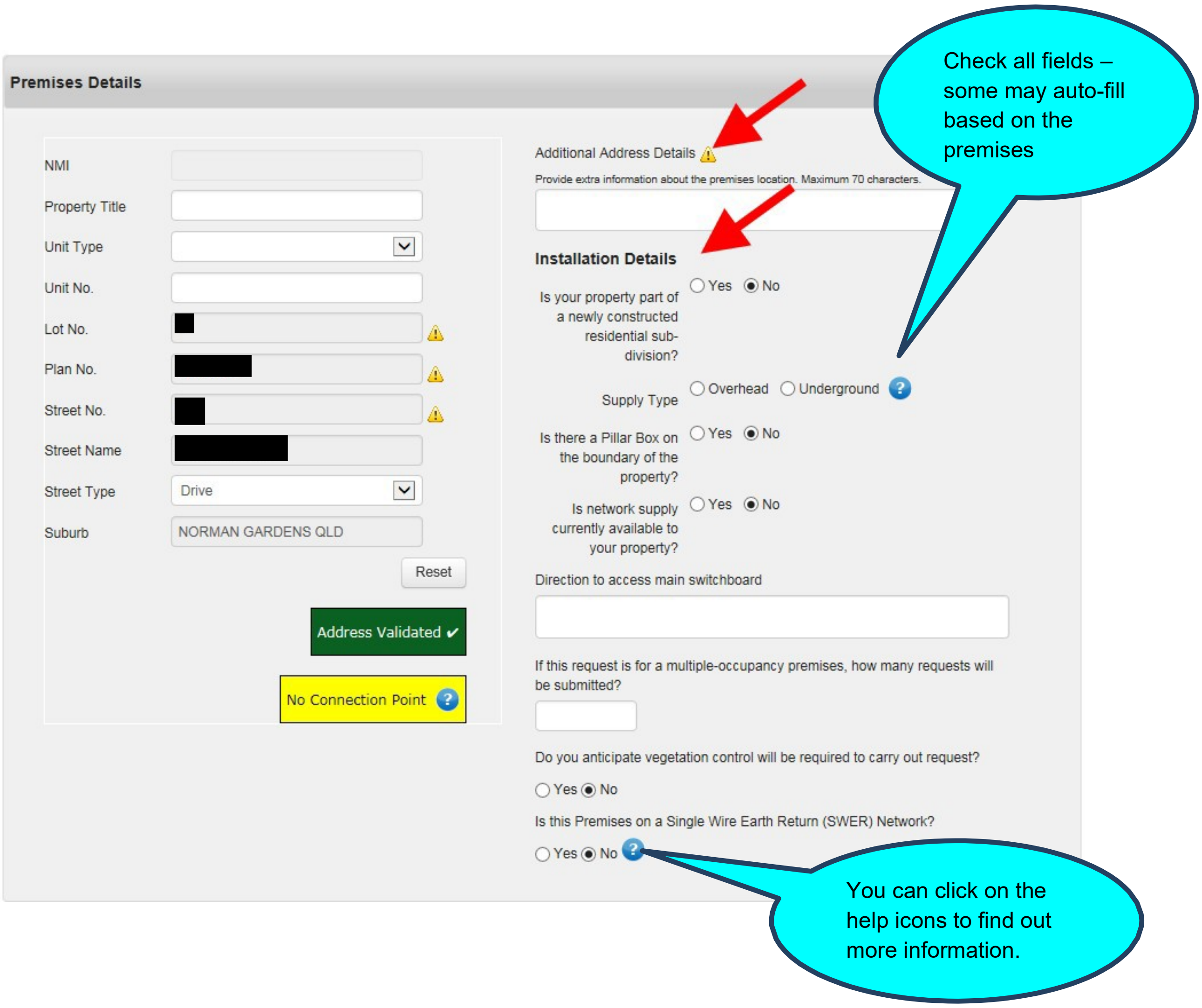


Installation Details only validated



Additional Address and Installation Details

The next step is to complete the fields on the right for **Additional Address Details** and **Installation Details** (refer below).



Additional Address Details

Enter in any information to help locate the premises. This field is optional. You have a maximum of 70 characters.

Installation Details

Information on **Supply Type, Property Pole, Pillar Box** and **Network Availability** may be automatically completed for the premises based on what was validated in the database. All fields must be completed so fill in any blanks.

Direction to Access Main Switchboard

Enter in any information about the location of the main switchboard. This field is optional. You have a maximum of 40 characters.

Multiple-Occupancy Premises

If the request is for a multi-unit or body corporate site, enter in the number of Connect Application requests that will be submitted for this work. This will assist the Retailer to submit their request and the scheduling of the work by us. This field is optional.

Vegetation Control

Select **Yes** or **No** to advise if vegetation control is required. This field is mandatory.

Single Wire Earth Return (SWER)

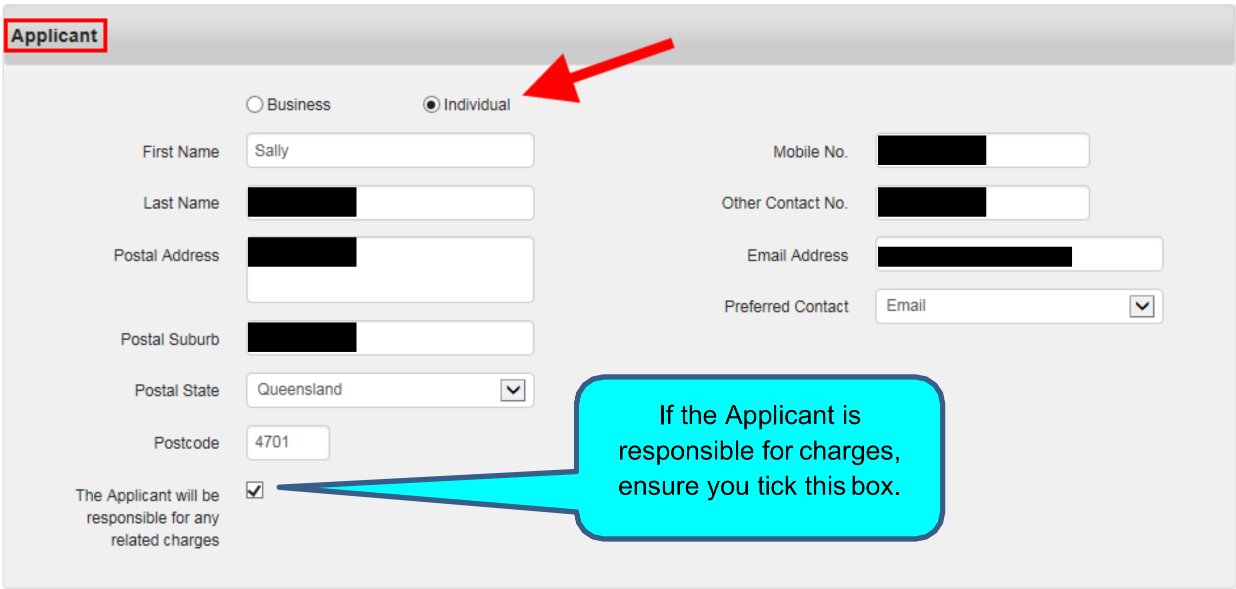
Select **Yes** or **No** to advise of a SWER Network. This field is mandatory.

Depending on your selections, slightly different fields may display.

Applicant

The next section to complete is the **Applicant** section. These are **your details**, the person filling in the Connection Application. Complete all fields.

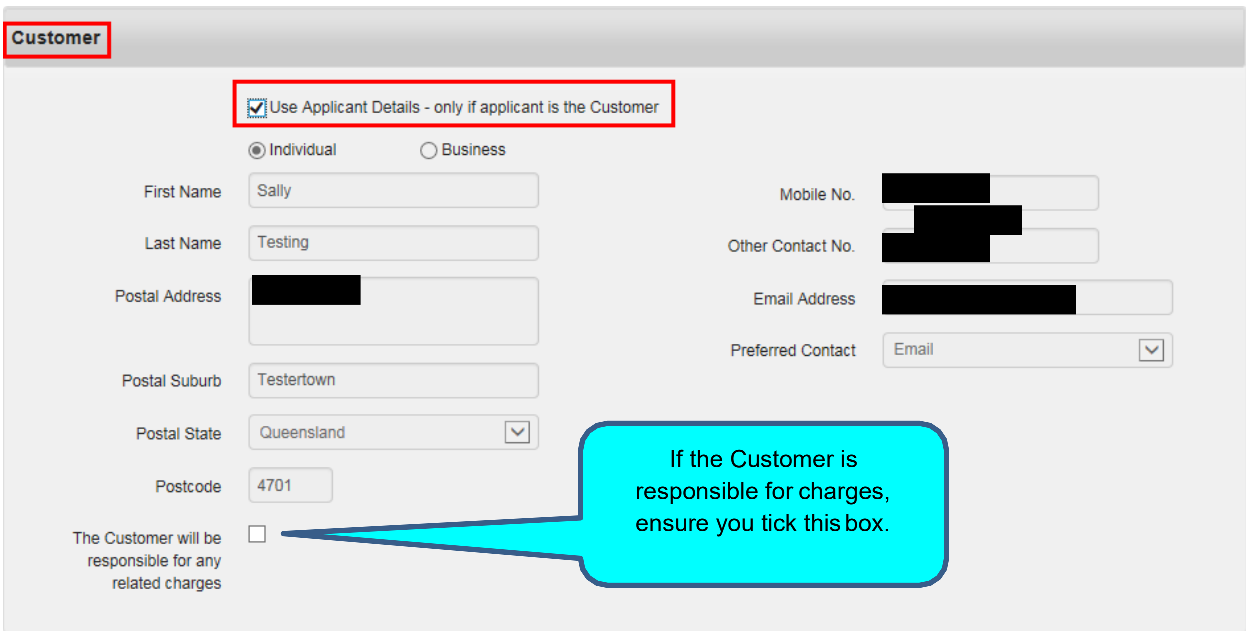
Some fields will automatically fill-in with the details you registered with.



Customer

The next section to complete is the **Customer** section, the person who requires the connection or alteration works done at their premises. Complete all fields.

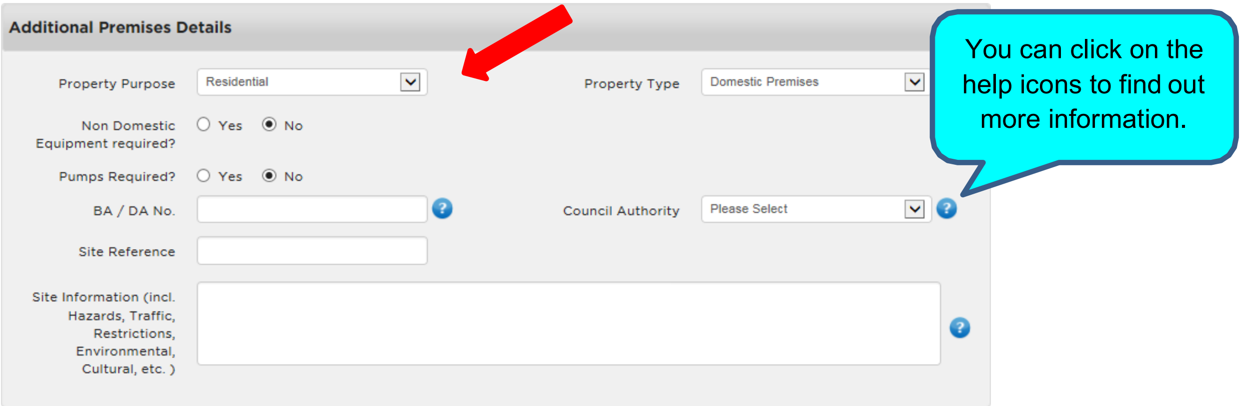
If the Applicant and the Customer is the **same person**, you can click the first box to copy the details. This will be the case in most instances.



Additional Premises Details

Additional details are needed for the premises in this section. Depending on your selections, different fields may display.

Complete all of the fields. If you select **Residential** for **Property Purpose** (and your Connection Application is assessed as 'negotiated'), you will need to complete the extra section called **Additional Residential Connection Details**.



Pumps and Equipment Section

If 'Yes' is selected for Non-domestic Equipment Required and Pumps Required, additional fields will display that need to be completed. Some fields for this section of the portal are mandatory and will prompt the applicant if they are not completed correctly.

Note: Failure to add details in these sections when required will slow down the application assessment process.

Pumps and Equipment Portal Screen

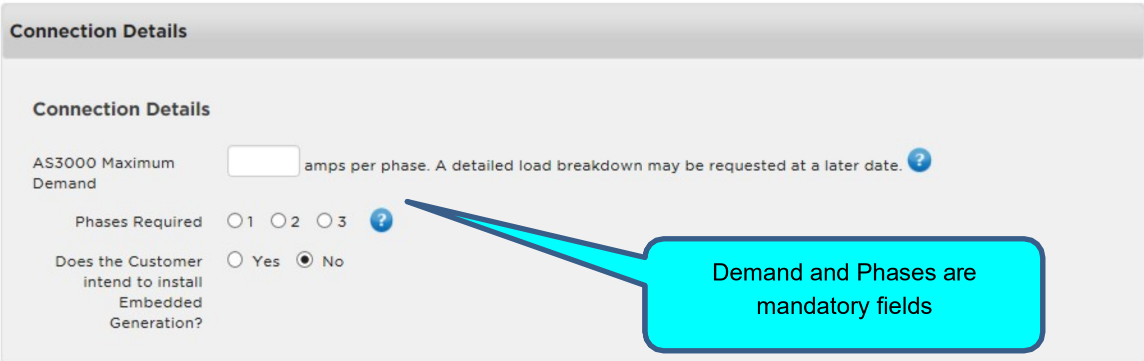
The following table includes information on certain fields that require a considered response.

Field	Description
Size	Enter the Equipment or Pump size (numeric). This is a mandatory field.
Size Units	Select the appropriate unit of measure from the drop-down box: 'hp', 'kW' or 'kVA'. This is a mandatory field.
Restart Method	Select the relevant Restart Method from the drop-down box: Null, Manual or Automatic.

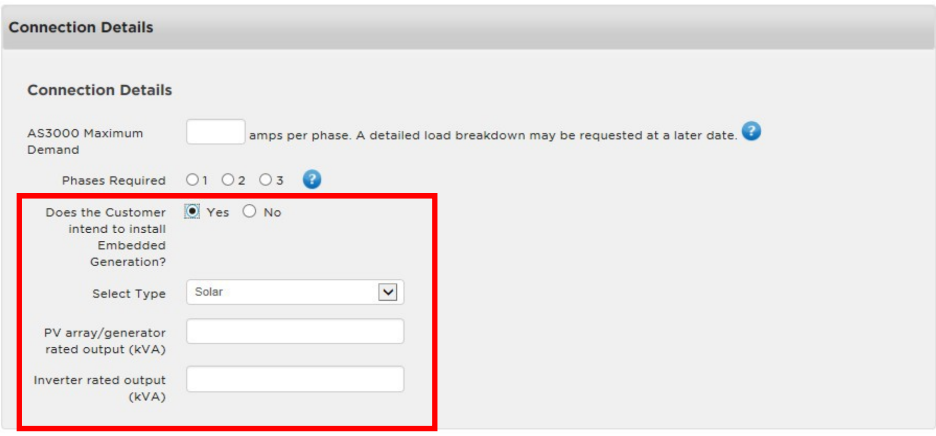
Field	Description
	If the "Restart Method' is 'Manual' or 'Null' the 'Delay (mins)' value is not required. If the Restart Method is "Automatic", please enter the Delay in minutes (use a value between 0 to 120). This is a mandatory field.
Delay (mins)	If the Restart Method is "Automatic", please enter the Delay in minutes (use a value between 0 to 120). 'Delay (mins)' only applies if the 'Restart Method' value selected is 'Automatic' – in which case the value must be in the range 1 to 120. If the "Restart Method' value selected is 'Manual' or 'Null' the 'Delay (mins)' value is not applicable and will default to 'Null' required'. This is not a mandatory field.
Power Factor	If the size of the Equipment or Pump was provided in 'kW' or horsepower (hp), please enter the 'Power Factor' of the Equipment or Pump with a value of 0 to 1, and up to 2 decimal places. 'Power Factor' is a mandatory field if the if the 'Size Units' value selected is 'kW or hp'. The default value will be set to 0.9 if not updated. A 'Power Factor' is not required when the 'Equipment or Pump size is provided in 'kVA' and will default to 'Null'.

Connection Details

Complete all the **Connection Details** fields.

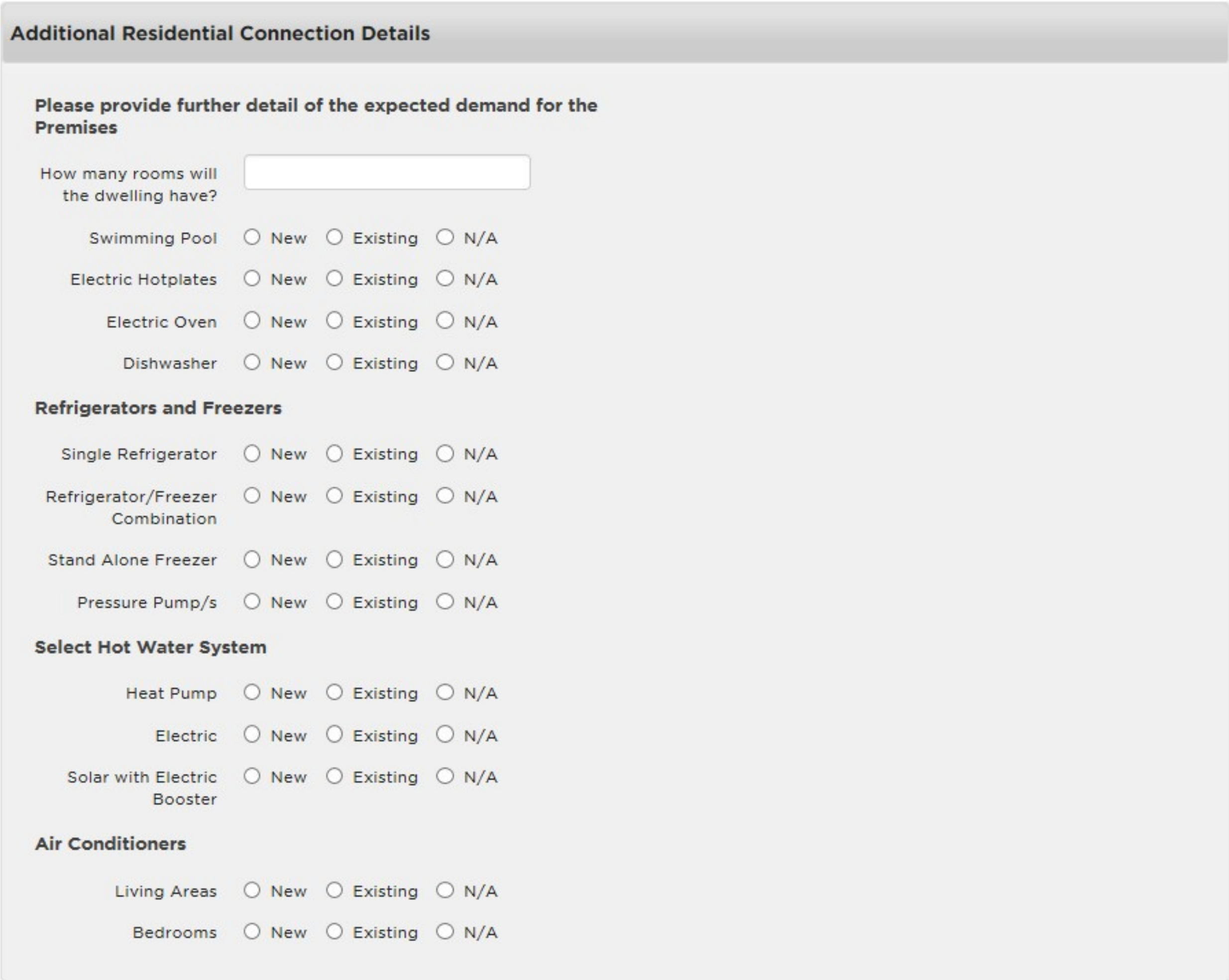


If you click **Yes** to **Embedded Generation**, extra fields will display to be completed.

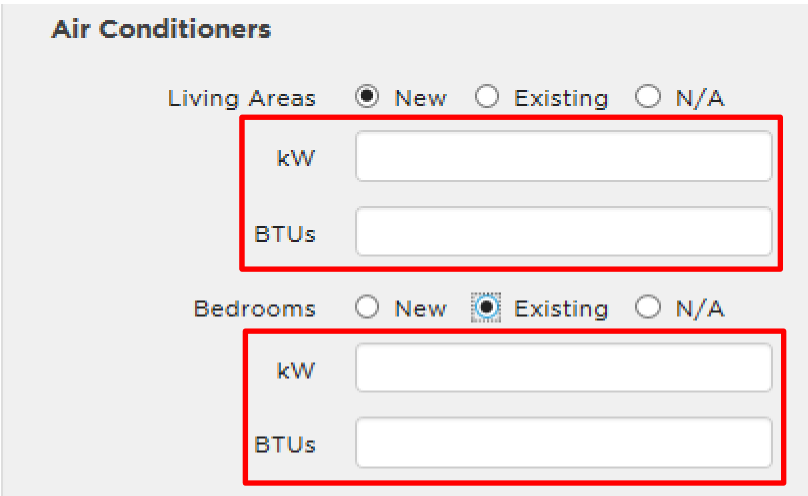


Additional Residential Connection Details

As mentioned earlier, if your **Property Purpose** is **Residential** (and your Connect Application is assessed as 'negotiated'), you will need to complete this additional section. It helps determine the expected **electricity demand** for the premises.



If you select **New or Existing**, in some cases there will be additional fields to complete.

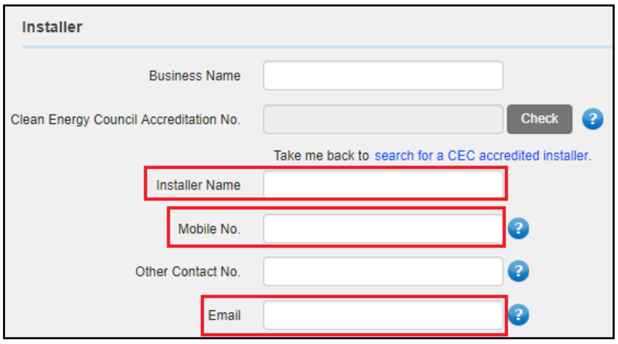


Additional Information for Embedded Generation Application

When an Embedded Generation (incl. Solar) request is submitted there are some additional functions that are only relevant to that type of Connect Application. These are outlined below.

Installer

If you are not an accredited solar installer you will be required to enter the appropriate information in the Installer section (shown below)

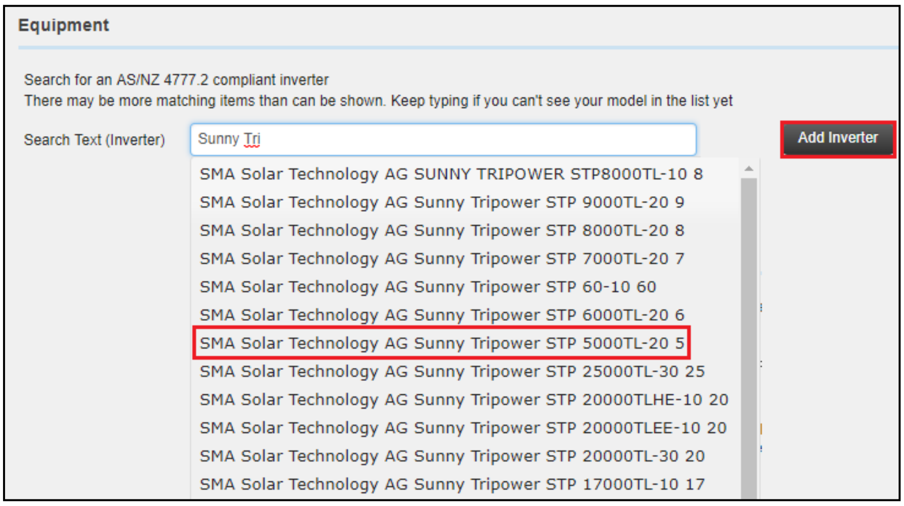


Equipment

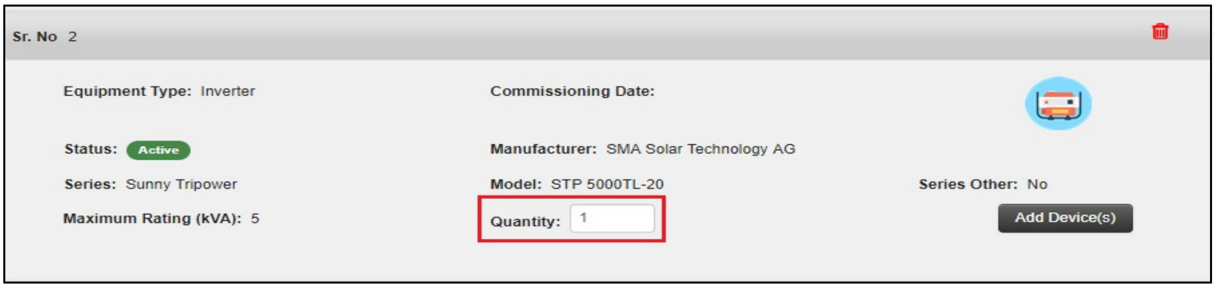
The Equipment and Site information details provided within an Embedded Generation Application includes data required by the AEMO Distributed Energy Resource (DER) Register. As part of submitting your application via the Electrical Partners Portal, Energex will consolidate a DER record and provide it to AEMO on your behalf.

Adding an Inverter

Start by searching for an Inverter and selecting the appropriate inverter for your site and clicking the 'add inverter' button



Once you have added an inverter the record will display below the search bar where you can amend the quantity of the inverter (as per below):

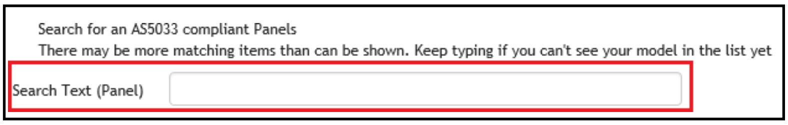


Adding a Device

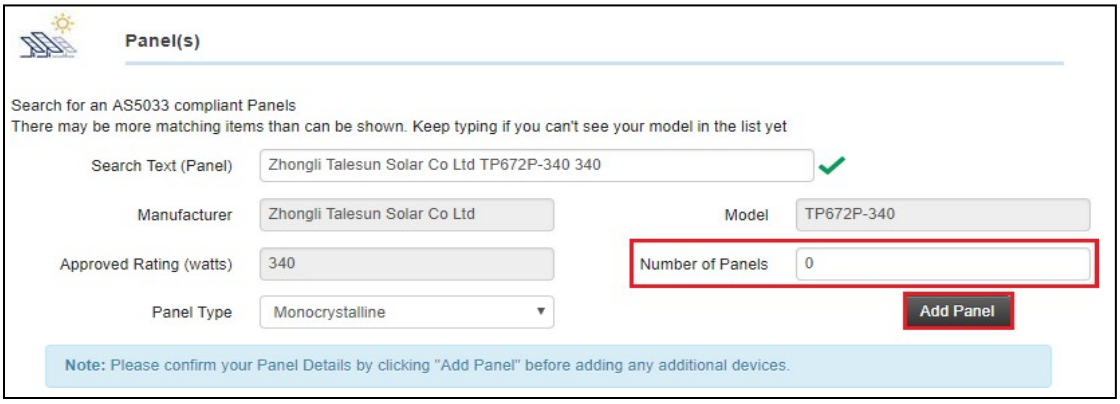
Adding Panels

Once you have an inverter added you will need to add your panels. To do this, click the 'Add Device' button on the associated inverter. A new window will pop up and request your panel information.

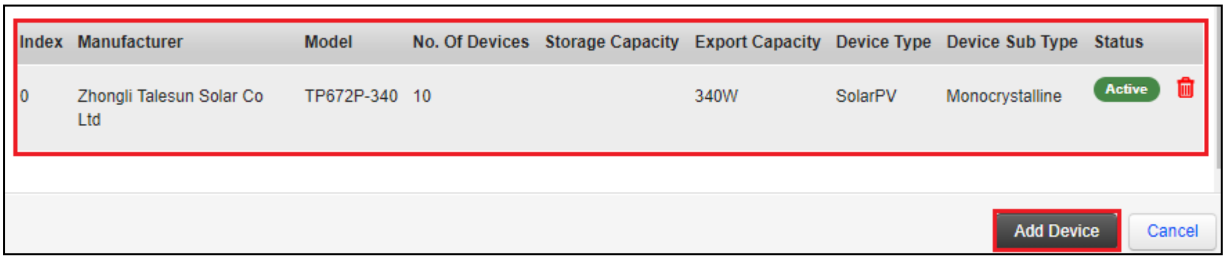
The panel search functions the same way as an inverter search and uses an accredited CEC list of panels.



Once you have found the correct panel that you are/have installed, click it and the rest of the fields will auto-populate. You then just need to complete the number of panels field (as indicated below) and click the 'Add Panel' button:

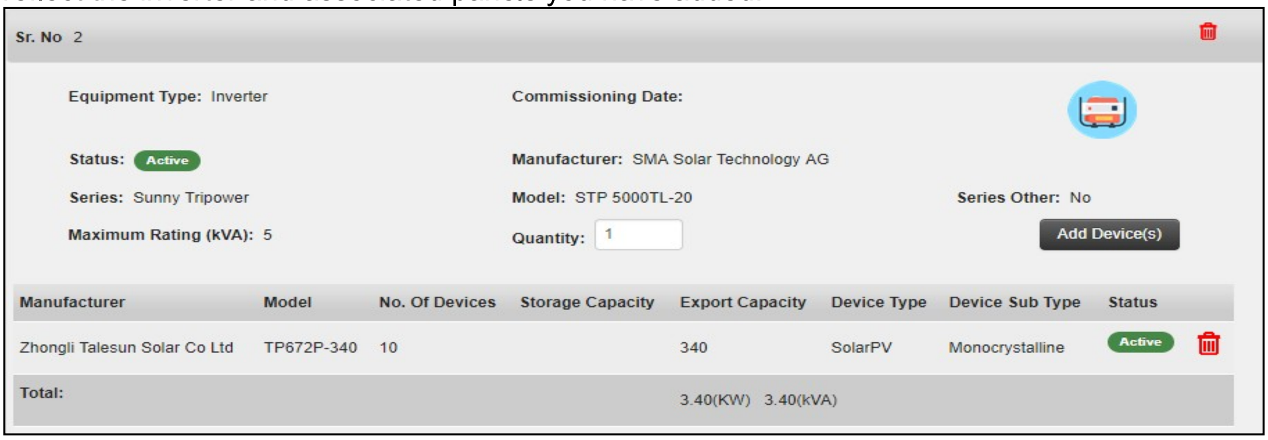


After you have added your panels scroll down to see a summary of the panels added to your equipment. Confirm you have them correct and click 'Add Device':



Index	Manufacturer	Model	No. Of Devices	Storage Capacity	Export Capacity	Device Type	Device Sub Type	Status
0	Zhongli Talesun Solar Co Ltd	TP672P-340	10		340W	SolarPV	Monocrystalline	Active

At this point you will be returned to your Connect Application and your equipment section will reflect the inverter and associated panels you have added:



Manufacturer	Model	No. Of Devices	Storage Capacity	Export Capacity	Device Type	Device Sub Type	Status
Zhongli Talesun Solar Co Ltd	TP672P-340	10		340	SolarPV	Monocrystalline	Active
Total:				3.40(KW) 3.40(kVA)			

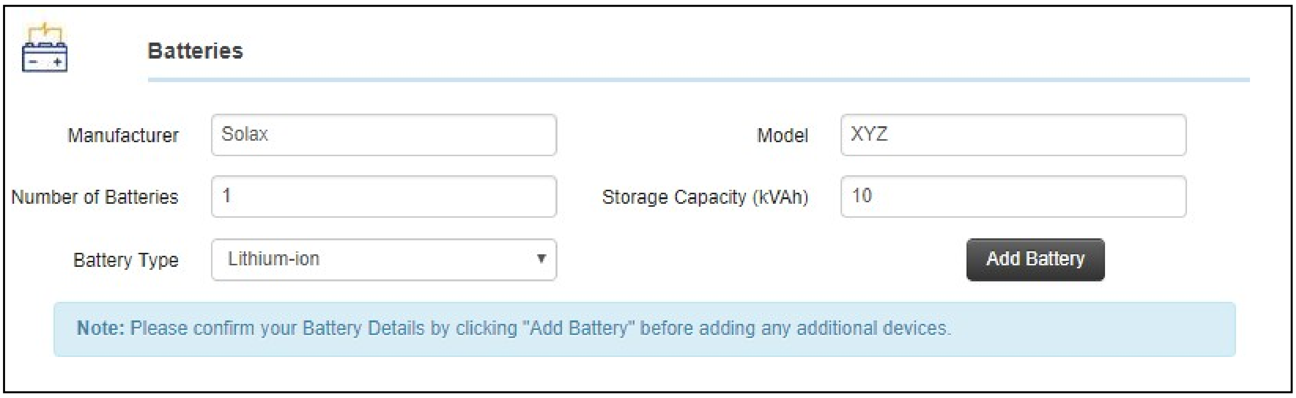
Adding Batteries

If your embedded generation installation also has batteries being installed on site, you will need to add these as well. Do so by clicking the ‘Add Device’ button on the relevant inverter.

If you are adding an AC Integrated Battery you will need to ensure the specific inverter associated with that battery is added prior to adding the device.

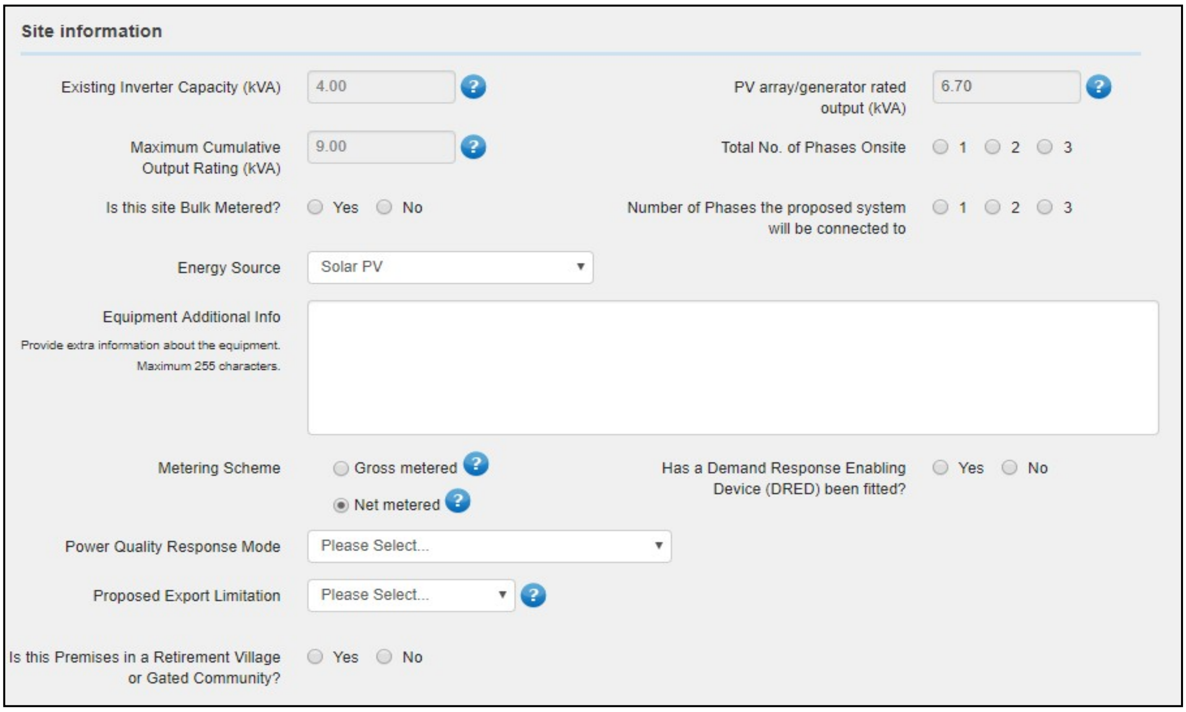
Once you have clicked ‘Add Device’ a pop-up window will display where you can scroll to the battery heading. There is currently no comprehensive industry accredited list of batteries that we can draw on for this information. As such all fields are free text for you to complete. To ensure the DER Record is accurate all 5 fields of information are mandatory.

Once you have filled in the information, click ‘Add Battery’ and it will display under the panels. Then click ‘Add Device’ to confirm the battery is added. You will then be returned to the Equipment section of your Connect Application.



Site Information

The site information section will pre-populate certain fields based on the equipment information supplied. All the site information questions must be completed to ensure Energex can supply an accurate DER Record to AEMO.



Power Quality Response Mode is required by standards to be set only to Volt-Var / Volt-Watt Voltage Response mode and the Portal only offers this in the relevant drop down

Proposed Export Limitation provides different options depending on whether the installation is greater or less than 30kW.

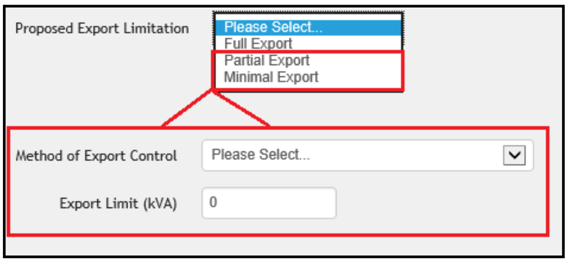
Less than or Equal to 30kVA

- Full Export
- Partial Export
- Minimal Export

Greater than 30kVA

- Partial Export
- Minimal Export
- Non-Export

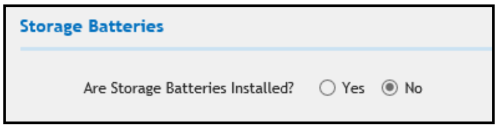
If either Partial Export, Minimal Export, or Non-Export are selected two more mandatory questions will display:



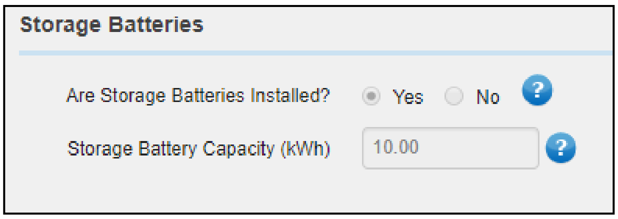
Method of Export Control also provides a drop-down menu to select from as shown below:

Storage Batteries

The information requested here will partially pre-populate based on the device information provided in the Equipment section. If you have not added a battery it will default to 'No'



If you have added a battery, it will default to 'Yes' and more information about the device is requested as shown below (LHS screen shot). If you indicate the batteries were designed by an accredited designer further information about the designer is requested (RHS screen shot)



Embedded Generation Service Selections

Use the table below to determine which type of Embedded Generation (Incl. Solar) Connect to submit:

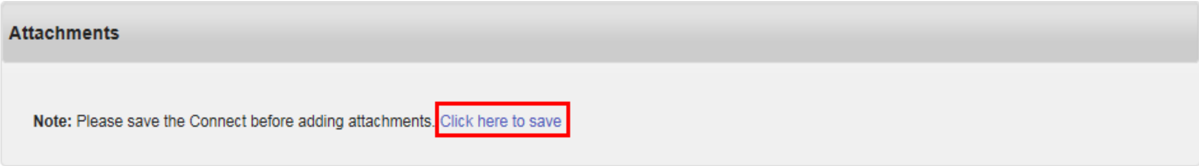
If your installation is made up of several devices (For example: Inverter, Panels and Batteries), only *one* Connect application is required but please use the service selection that represents **the largest component of the installation.**

Service Selection	Description
Initial Installation	Use this service selection where the premises currently does not/never previously had an Embedded Generation/Solar installation onsite. The Connect application for an initial install must include **all devices** connected (if any) including Panels, Storage Batteries etc.
Increase Invertor or Generator Capacity Only	Use this service selection when: 1. Embedded Generation/Solar already exists on the premises, AND an additional Generator/Inverter is being added to the premises. 2. Where Embedded Generation/Solar already exists on the premises, AND the existing system is to be replaced AND results in an increase to the previously approved maximum capacity. 3. When adding an **AC Integrated Battery** to an existing system. **For example:** when installing – • Tesla Powerwall 2 (AC Integrated Battery) • 5kW Solar Inverter exists onsite and an additional 2kW Solar Inverter is being added.
Replace Current Inverter (No Increase of Capacity)	Use this service selection in either of the following scenarios: • Where Embedded Generation/Solar already exists on the premises, AND the existing system is to be replaced, AND the replaced inverter is either the same capacity or smaller, OR • The replaced inverter does NOT increase the previously approved maximum capacity.
Increase Panel Capacity Only	Use this service selection when additional panels are to be added to the existing system only.
Add Storage Batteries	Use this service selection when adding an **additional DC Battery** to an existing Hybrid Inverter or Multi-mode system.

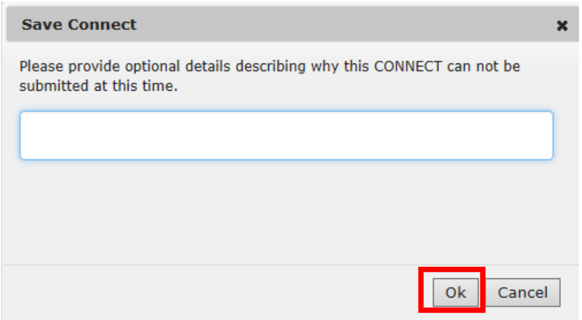
Attachments

You can add attachments to your Connect. To do this, you must **save it first**.

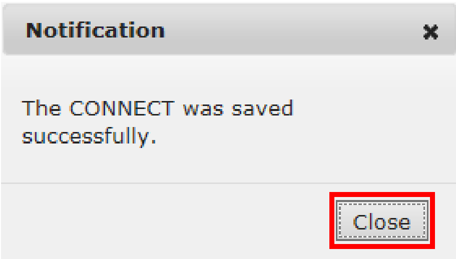
Under Attachments, click on the link **Click here to save**, or click on **Save** at the bottom of the Connect screen.



Add comments into the **Save** pop-up box if required (this is optional). Click **OK**.

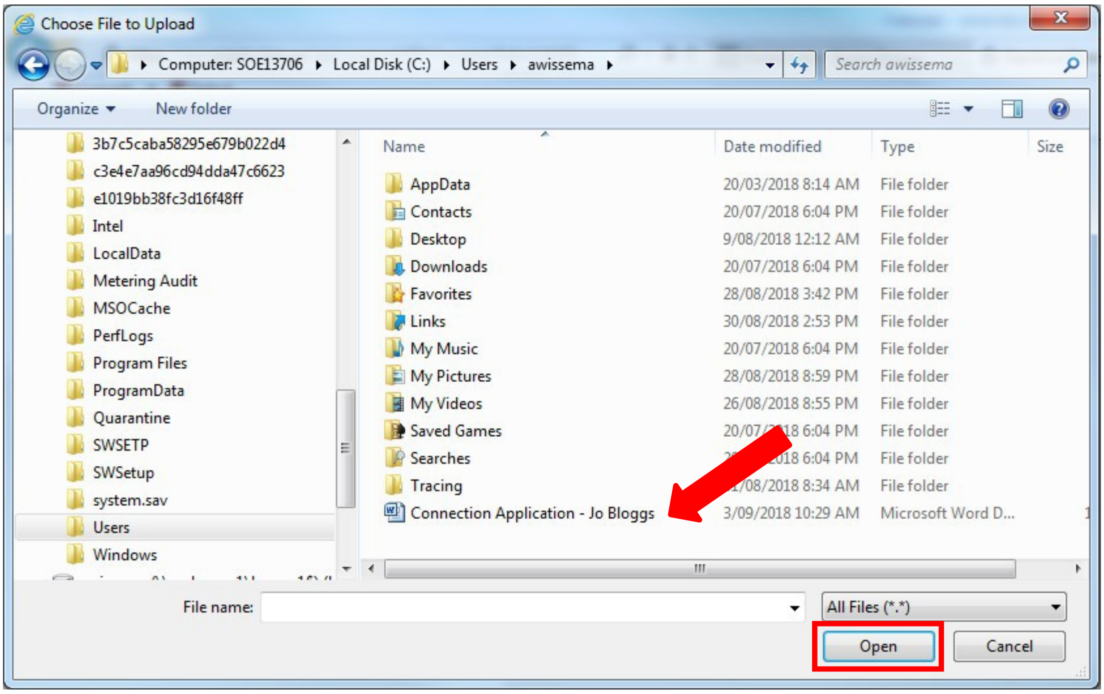


You will receive a message to advise that the Connect has saved successfully. Click **Close**.

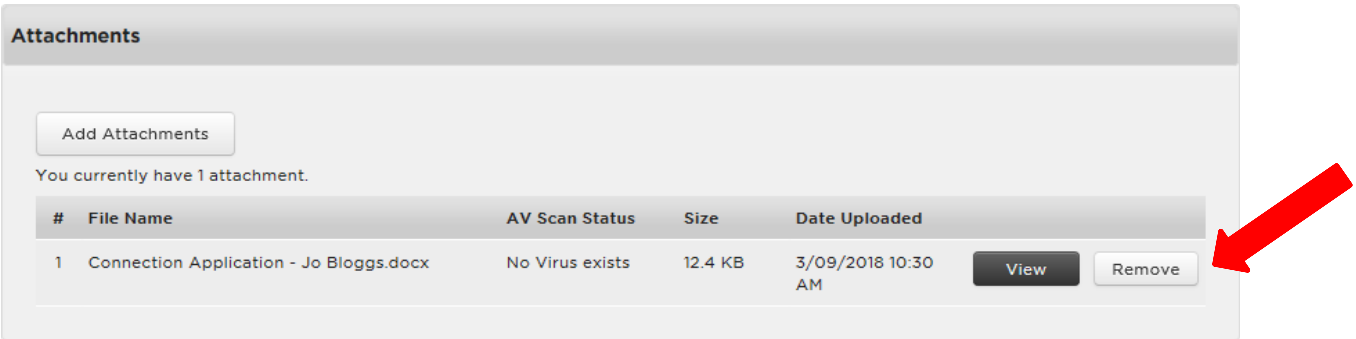


Go back to Attachments and click **Add Attachments.**

Search for the document that you wish to attach to your EWR. **Select** it and click **Open**.



When you attach your document, it will appear under Attachments. You can View it or Remove it if you wish.



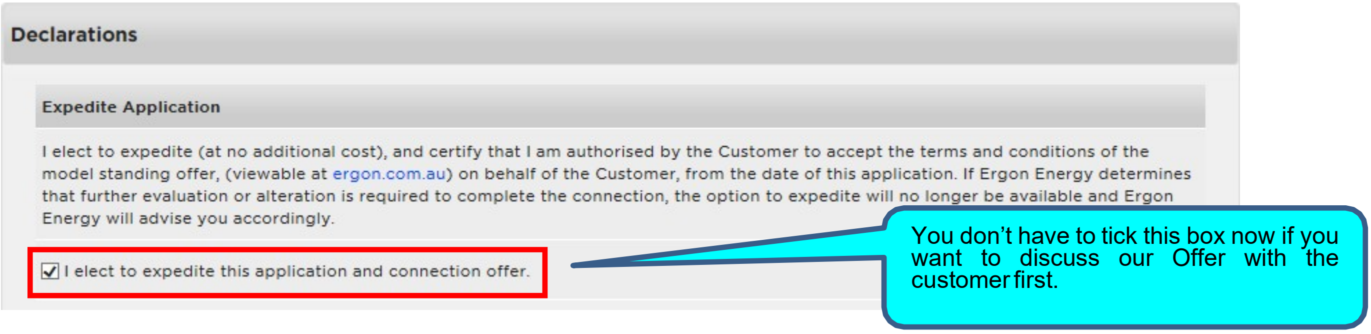
- The system will complete a scan on the document to ensure no viruses exist. Once completed, AV Scan Status of Awaiting Scan will change to Completed.
- You can attach up to **five files at 4 MB each**.
- The allowed file types are jpg, jpeg, gif, png, raw, bmp, tif, pdf, doc, docx, txt, xls, xlxs, dwg and dxf.
- You can remove the attachment if required. However, once you submit the Connect you are **unable** to remove the attachment.
- Once the Connect is submitted with an attachment, we can view the attached document.
- Once the Connect is submitted, you are unable to attach a document to it.

Declarations

There are two declarations on the Connect Application.

The first one you tick if you wish to **expedite** the Connect Application – this means that if the application is assessed to be for a Basic Connection Service, it will progress straight through to offer stage and **you accept our Offer on behalf of the customer**.

If you are not the customer, you must have the customer's authorisation first.



The second declaration is the **Applicant Declaration** (the person filling in the Connect form). Read all of the declarations carefully, and if you agree **tick the box** and click on **Submit**.

Submitting Your Connect Application

Once you submit your Connect Application, it will automatically be assessed to see if it's for a Basic Connection Service, and if it can be expedited.

Expedited Connect Application

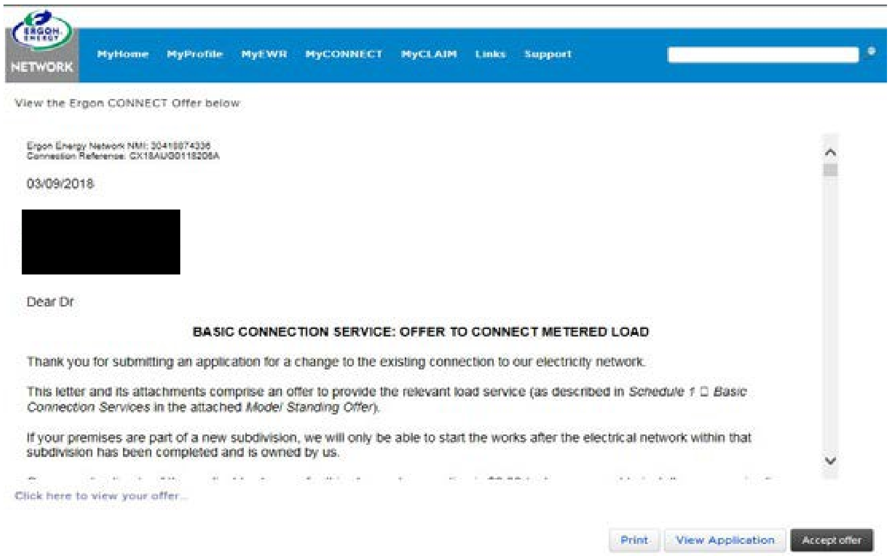
This Connect has been assessed as a 'Basic Connection Service' and the application has been expedited – meaning its progressed straight through to an Offer.

You ticked Expedite Application and Offer Box

By ticking the '**I elect to expedite'** box in the previous Declarations section, you have agreed to **accept our Offer** for this expedited application on behalf of the customer. It also means that you accept any Ergon fees that may arise during the connection works.

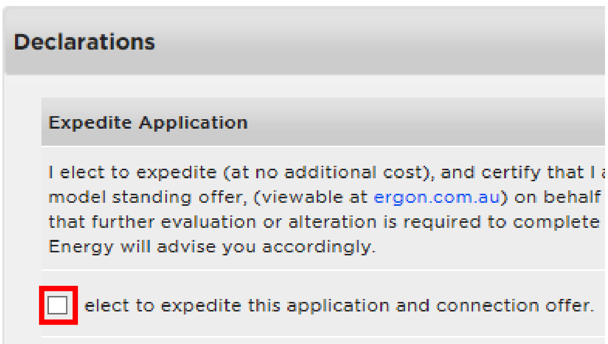
After clicking Submit you will see this screen with the message "***The Connect Offer has been Expedited***".

If you elect to expedite the Connect Application in **"Self Service"**, you are also accepting our Offer and any **Ergon fees for the works**. If you are not the customer and want to pass these fees on to the customer, ensure you discuss it with them first.

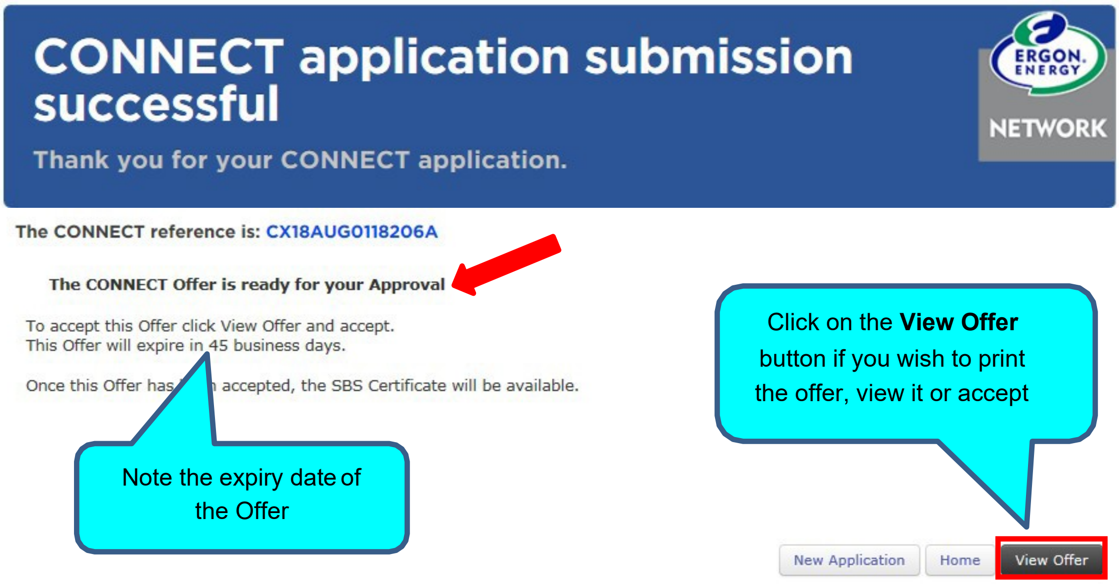


You <u>did not</u> tick Expedite Application and Offer box

If you <u>did not tick</u> the '**I elect to expedite'** box in the previous Declarations section, you will be able to **accept our Offer later**, e.g. after discussing it with the customer, if you are not the customer.



You will see this screen with the message "***The Connect Offer is ready for your Approval*".**

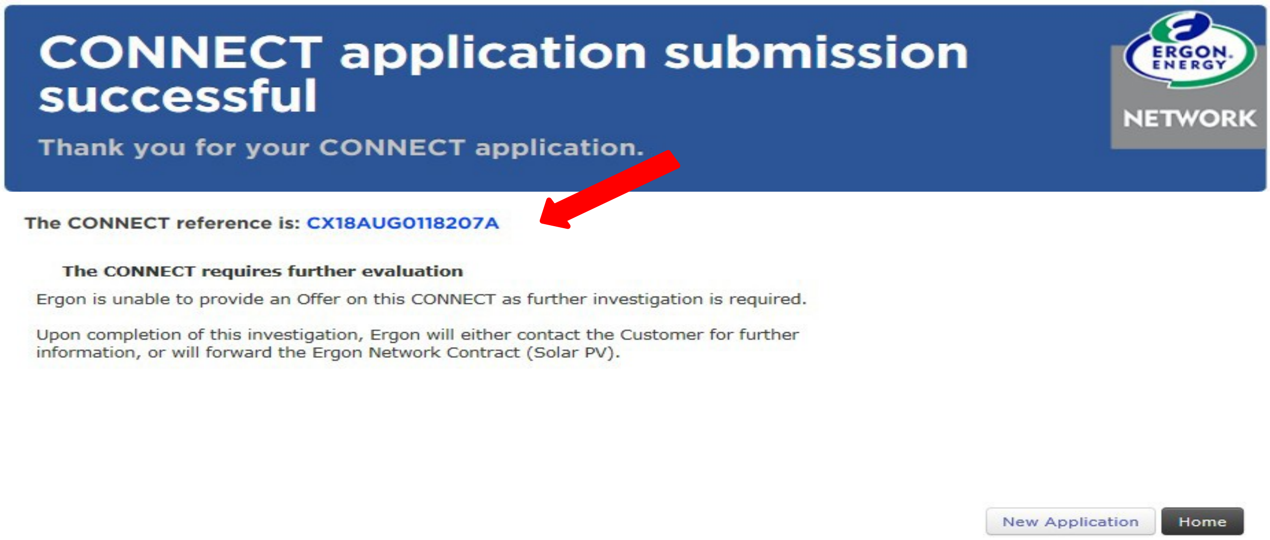


Click on **View Offer** to see the Offer details (use scroll bar to the right to see more details).

Negotiated Connect Application

This Connect has been assessed and cannot be expedited because it requires further evaluation by us. This then becomes a **Negotiated Connect.**

We will work with you on any queries/changes towards the acceptance of a suitable Offer. The Offer will be emailed to you and if you accept the Offer, can sign, scan and email it to us. Alternatively, you can post the accepted Offer to the address provided.



Negotiated Connect Application

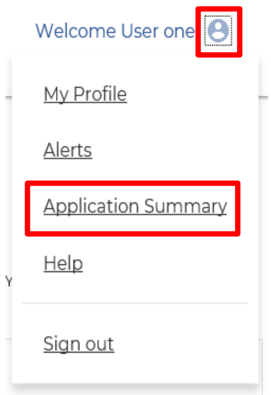
This Connect has been assessed by the Portal and cannot be expedited because it requires further evaluation by us.

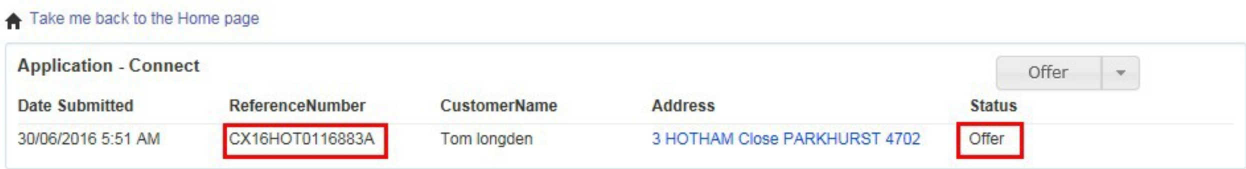
If a Connect Application is not expeditated and the offer isn't automatically Accepted via the terms and conditions in the Portal, an offer will need to be made and accepted manually. When Ergon is ready to provide an offer on a Connect Application, they will either issue the Offer via the Portal where an Applicant can then View the offer made or email the relevant party with an Offer. The acceptance can be done online in the Portal or via a print/sign method.

View Offer in Portal

When an offer is provided the Applicant will receive a notification that includes the relevant CX reference number. You can use this reference to search via the Portal and bring up the Connect Application.

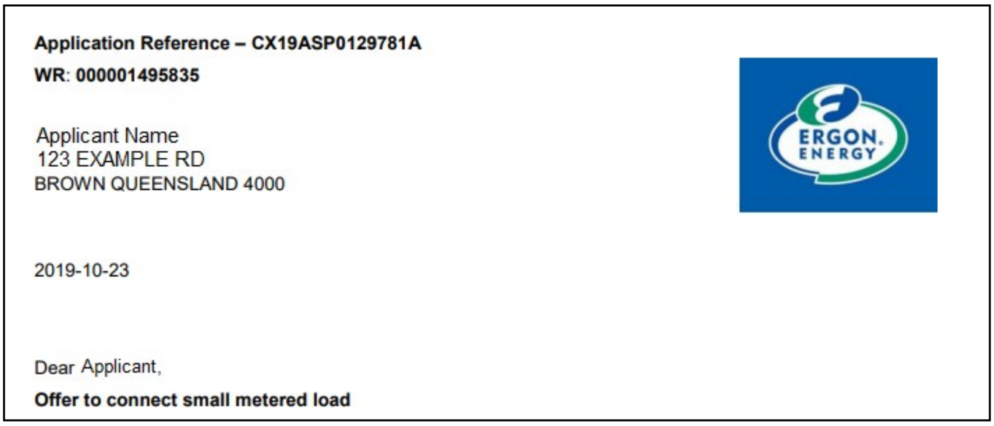
To view your Connect Applications, click on the **"Login'** Icon and select **Application Summary**.





Date Submitted	ReferenceNumber	CustomerName	Address	Status
30/06/2016 5:51 AM	CX16HOT0116883A	Tom longden	3 HOTHAM Close PARKHURST 4702	Offer

The Offer will start with a letter explaining what is contained in the document (example below):


Application Reference – CX19ASP0129781A
WR: 000001495835

Applicant Name
123 EXAMPLE RD
BROWN QUEENSLAND 4000

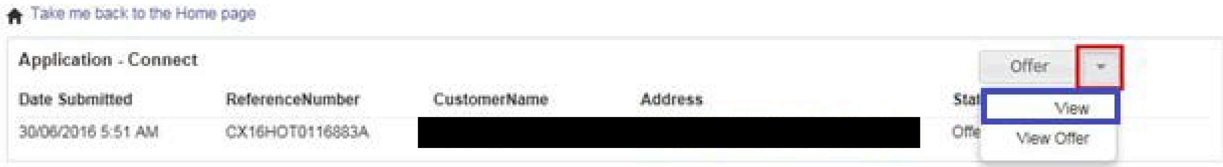
2019-10-23

Dear Applicant,

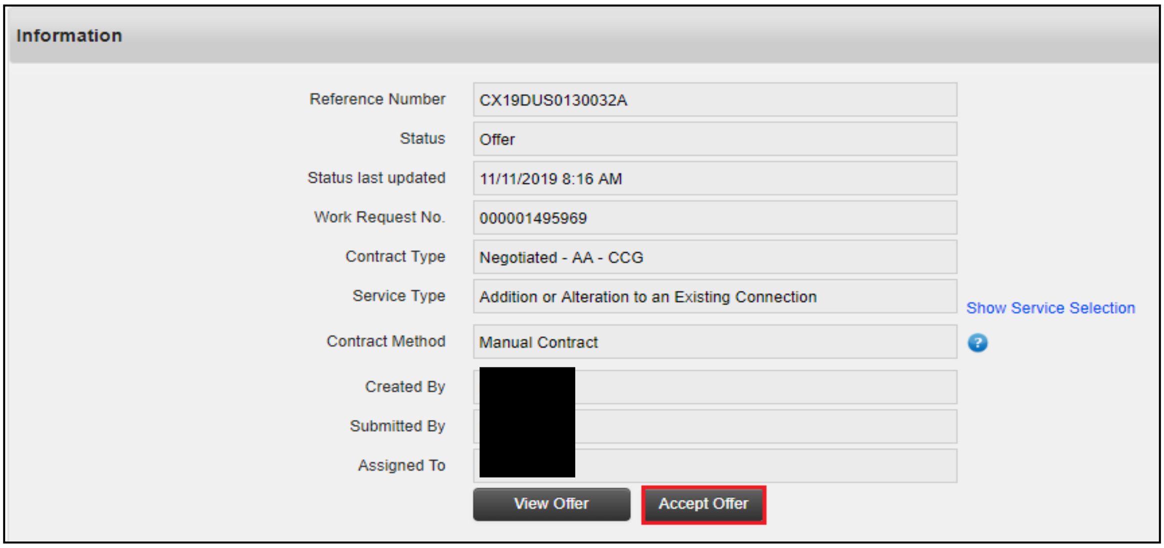
Offer to connect small metered load

Online Acceptance

In order to accept the offer issued online, in the drop-down menu select the option ‘View’ (outlined in blue):



The Connect Application will load and visible in the Information section will be the ‘Accept Offer’ and ‘View Offer’ Buttons, click the ‘Accept Offer’ button in order to accept the offer issued online.



Print and Sign Acceptance

If you do not wish to accept the offer online (i.e. digitally) you have the option to print, sign, and return the offer physically. Below is a snippet example of the Execution Page of the issued offer for use when printing and signing the document physically.

EXECUTION PAGE

The *Retail Customer* hereby accepts the terms and conditions outlined in the *connection offer* (Application Reference No. **CX19EXA0031244A**).

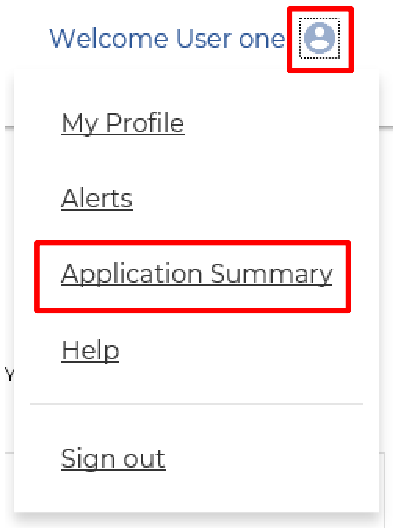
Where signed by an agent on behalf of the *Retail Customer*, that agent warrants that the *Retail Customer* is aware of the terms of the *connection offer* and has authorised that person to accept this *connection offer* on their behalf. That person must also ensure that the *Customer* is fully informed of the details of this *connection offer* and the *contract*.

Executed for individuals

Signature		Witness signature	
Print Name		Print name	
Date		Date	

How to View Your Connect Applications

To view your Connect Applications, click on the **"Login'** Icon and select **Application Summary**.



Any Connect Applications will be shown in a list. You will be able to see the Reference Number and the Current Status of the Connect.

When to Submit an Enquiry?

Service Selections
An Enquiry is a pre-cursor to submitting a Connection Application. It can be used for a variety of reasons and can allow you to explore information about a premise prior to actioning work, etc. The below are the service selections available as part of the Enquiry option.

Supply Availability
Use this enquiry to find out if your property can be connected or if supply will need to be upgraded. This Enquiry type will not provide you with a cost for connection.

For a connection less than 1400amps/phase you can proceed directly to a Connection Application if you are certain of the amps and phases you require for a site.

Asset Relocation
Use this enquiry if you would like to move a pole (or another type of asset). Once you are aware of potential costs you can make an informed decision regarding quotation of services or if the asset should be relocated

Point of Attachment
This enquiry is to change the point of attachment on an existing structure. Referral to an Electrical Contractor prior to this enquiry being submitted is recommended.

Budget Estimate
This enquiry is for people considering purchasing a rural residential property but need to know the costs to extend the electricity network to the property. This Enquiry will provide indicative costs only associated with the electricity being supplied.

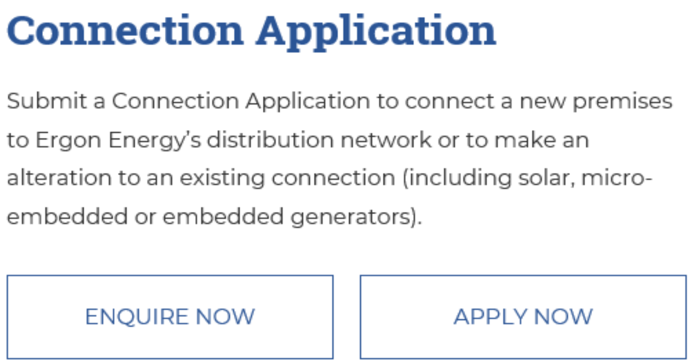
This enquiry type is information only and cannot be progressed to a Connect Application. Property owners will not be supplied indicative costs through this service selection and should submit a Connect Application to receive a detailed cost.

How to Create a New Detailed Enquiry

Registered users can submit a Detailed Enquiry in our **"Self Service"**.

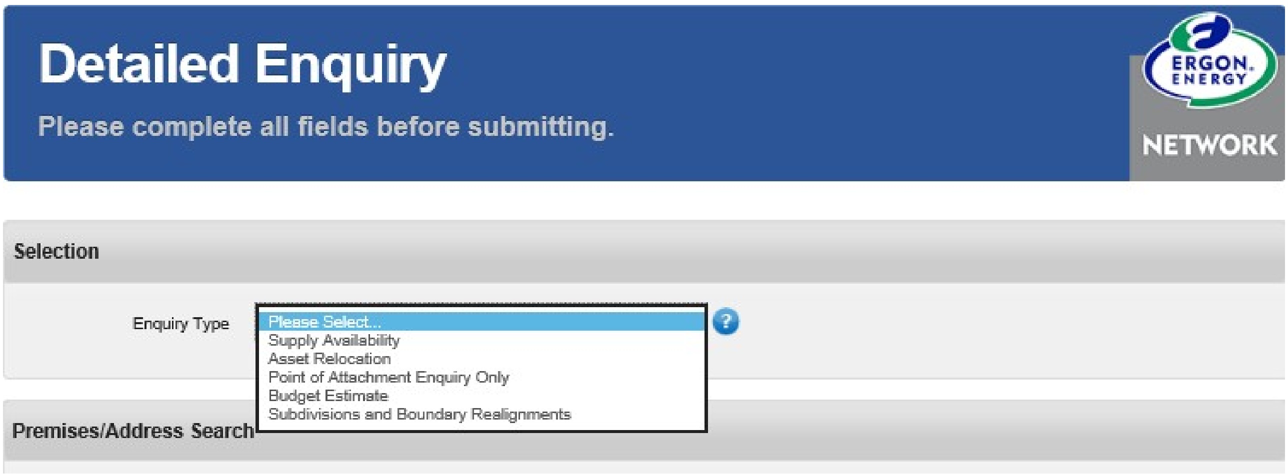
If you haven't yet registered for Self Service, follow the instructions in the Self Service user guide.

To submit a new Detailed Enquiry, click on **ENQUIRE NOW** in the Connection Application section.



Detailed Enquiry Selection

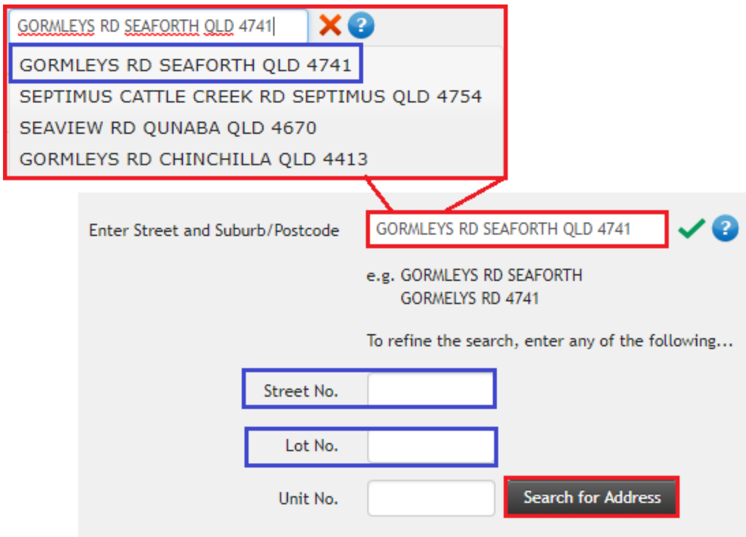
You will be taken to the **Selection** screen to select the Enquiry Type:



Premises/Address Search

Search using the Address or Lot and Plan for the address that the enquiry is for.

When you see the address you're looking for, click it. This will cause the address to populate with a green tick. You can add a street or lot number or leave these fields blank and choose 'search for address'.

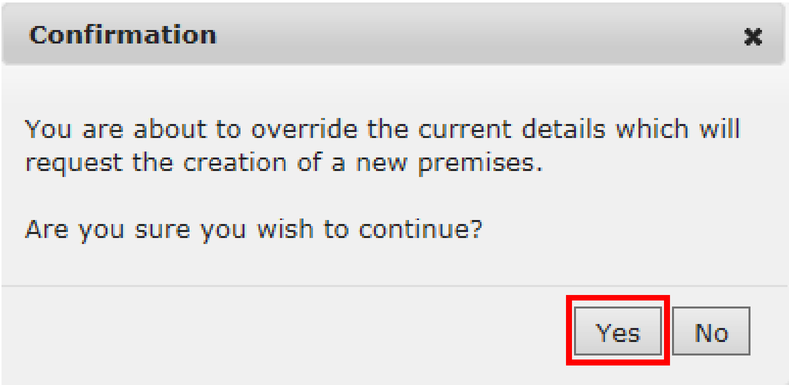


If you are entering a Supply Availability enquiry form, the Premises/Address Search may not return any matching results. This could be because the address may not be in our system yet. Go to the section 'Manually Enter A New Premises' if this is the case.

Manually Enter a New Premises

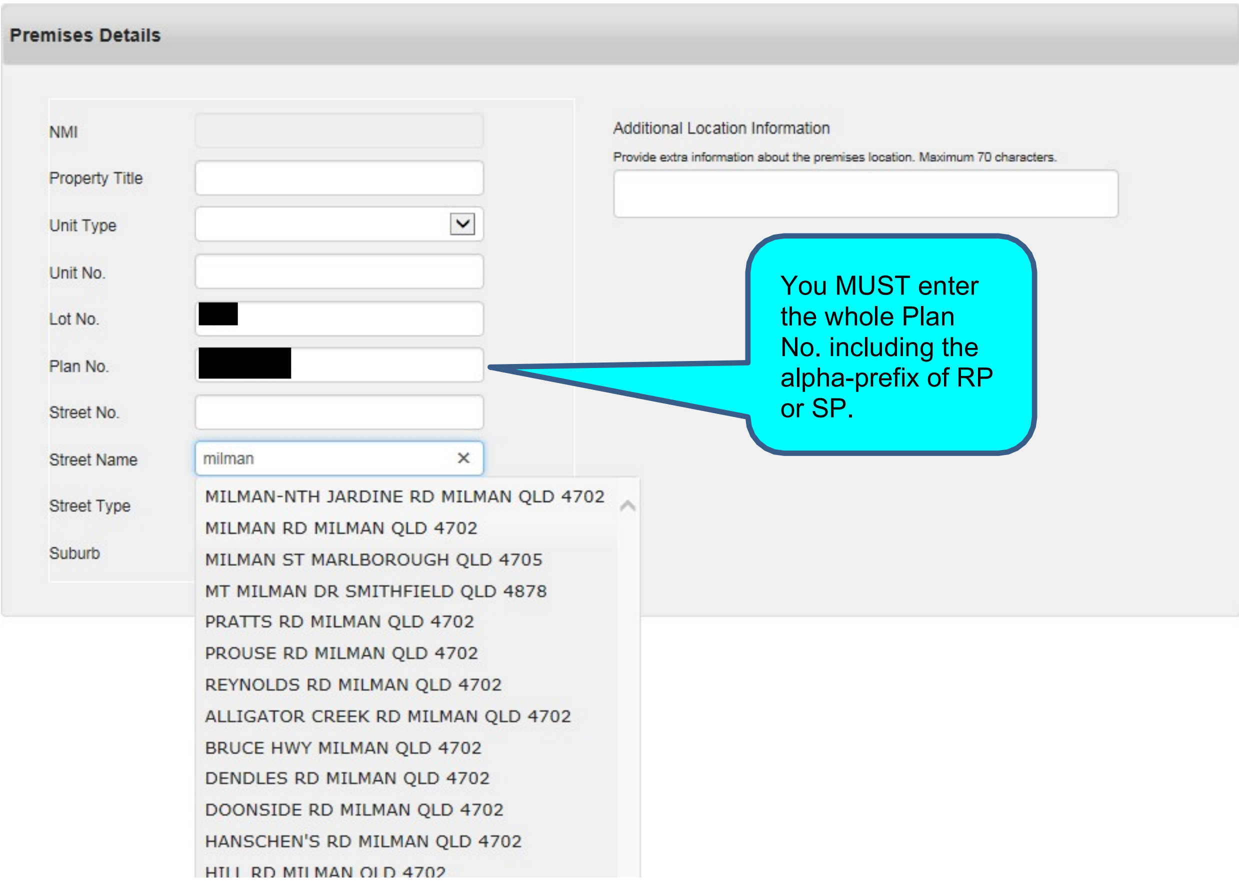
If you didn't find the correct address in the **Premises/Address Search** section, this means it may be a **new connection** to our electricity network and the premises is not yet set-up in **"Self Service"**. You need to **manually enter** the premises details.

1. After clicking on **Manually enter a new premises**, if you see this message below, click **Yes.**



2. Fill in the premises fields and click the **Validate Address** button.

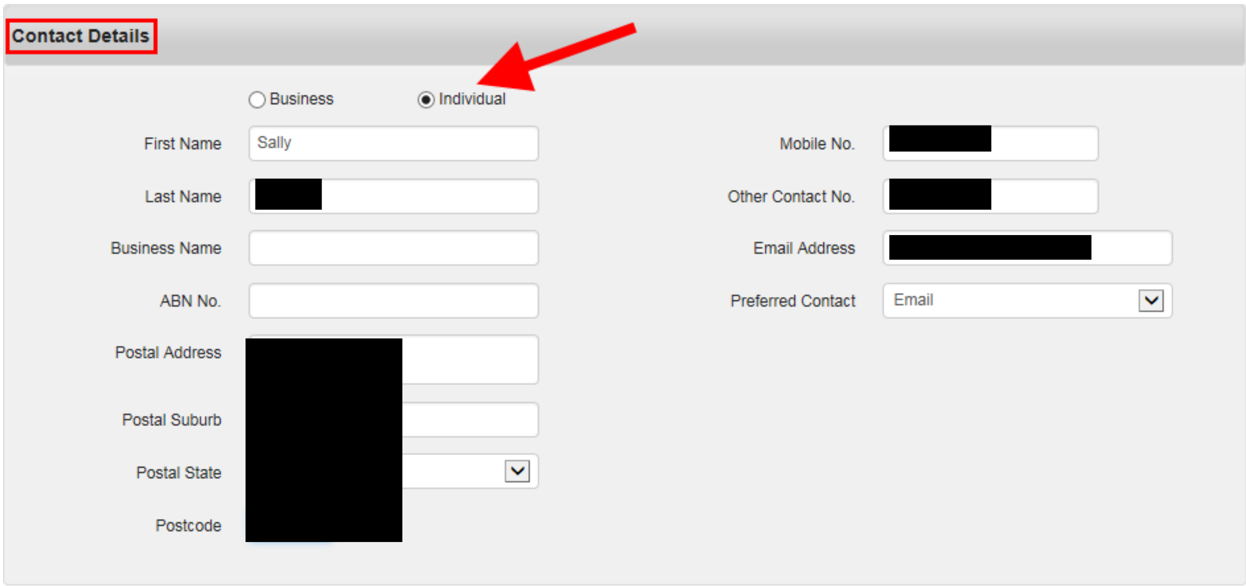
   You can either fill in Lot No. and Plan No. **OR** the Street and Suburb fields. If you type in a **Street Name**, you will be shown a list to select from.



Contact Details

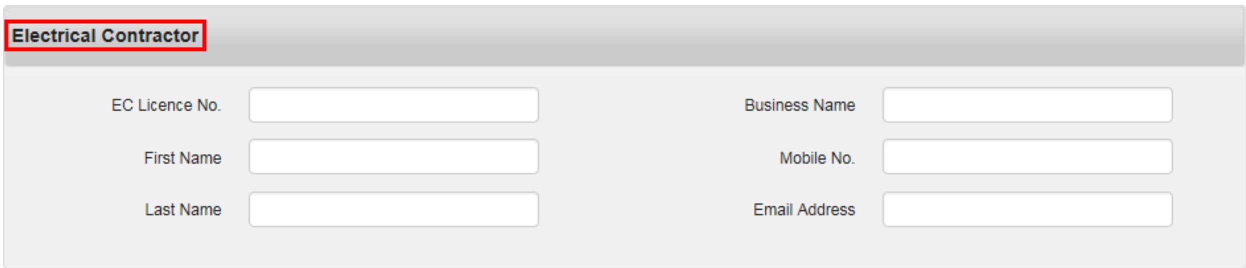
The next section to complete is the **Contact Details** section. These are **your details**, the person filling in the Detailed Enquiry form. Complete all fields.

Some fields will automatically fill-in with the details you registered with.



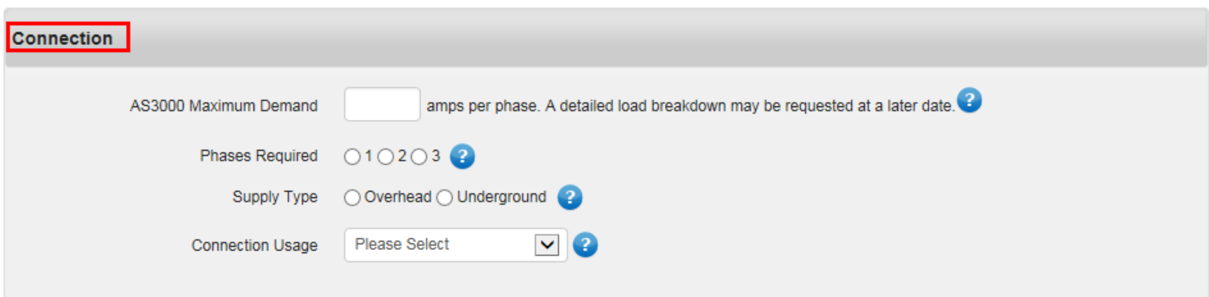
Electrical Contractor

If you have engaged the services of an Electrical Contractor, you can fill in this section. These fields are not mandatory.



Connection

Enter as many details as are known. The more information we have the better.



Additional Request Information

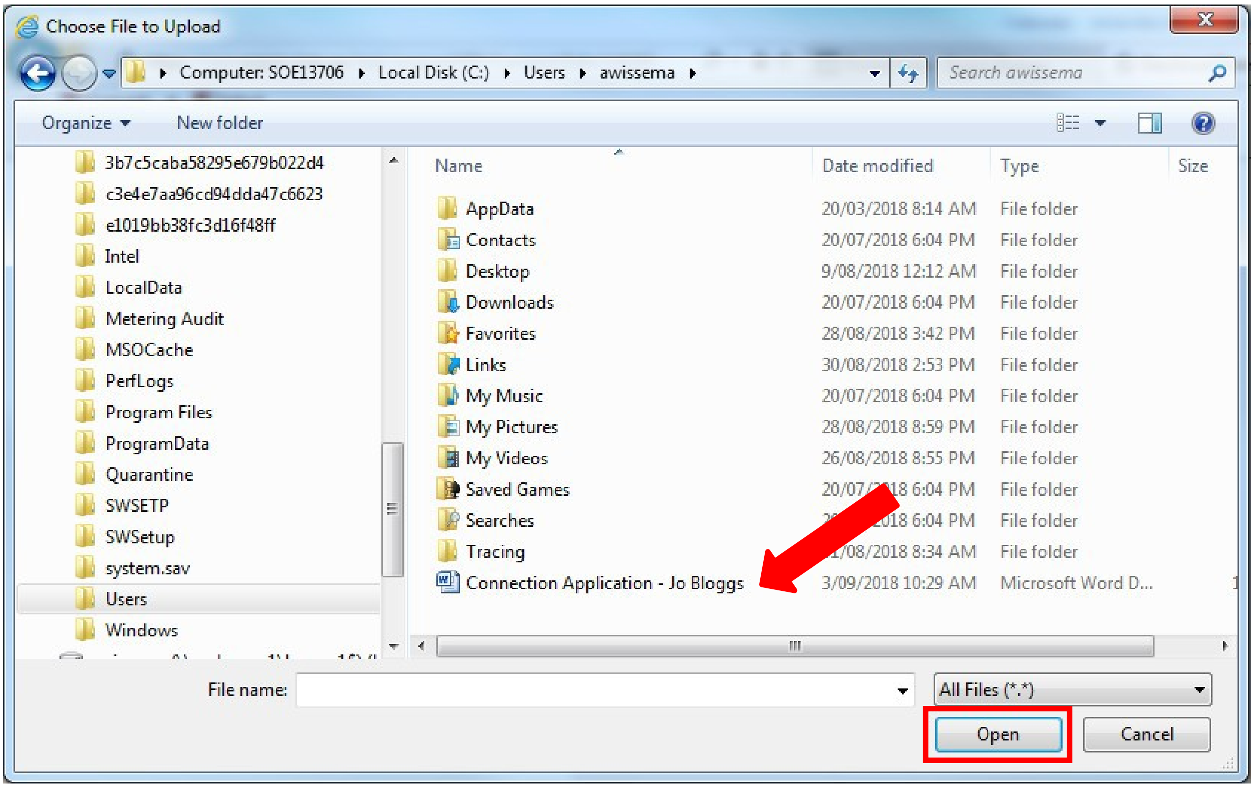
Enter the details of your enquiry, in particular if you are asking for a Budget Estimate or an estimate of costs.

Attachments

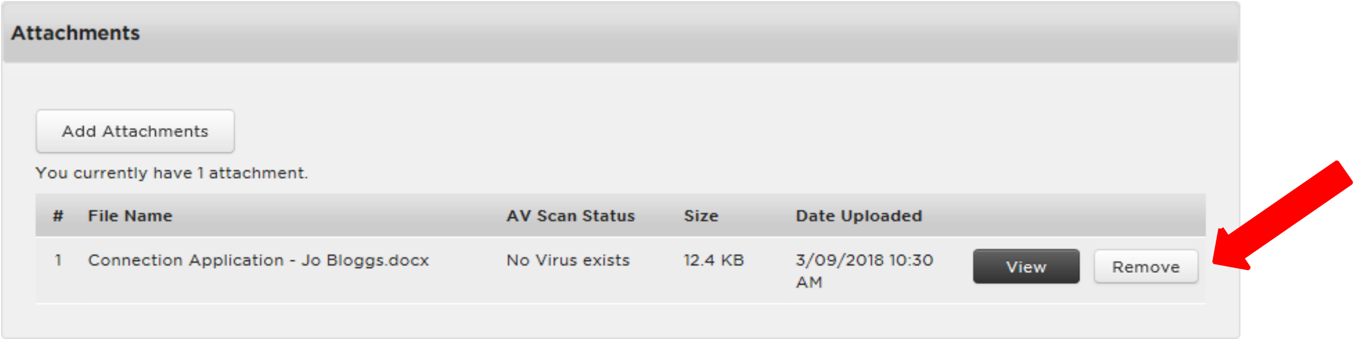
You are able to attach any documents you feel would assist in evaluating your enquiry. Attachments could include plans, maps, drawings, etc.

Click on **Add Attachments.**

Search for the document that you wish to attach to your EWR. **Select** it and click **Open.**



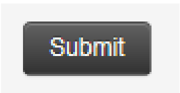
When you attach your document, it will appear under Attachments. You can View it or Remove it if you wish.

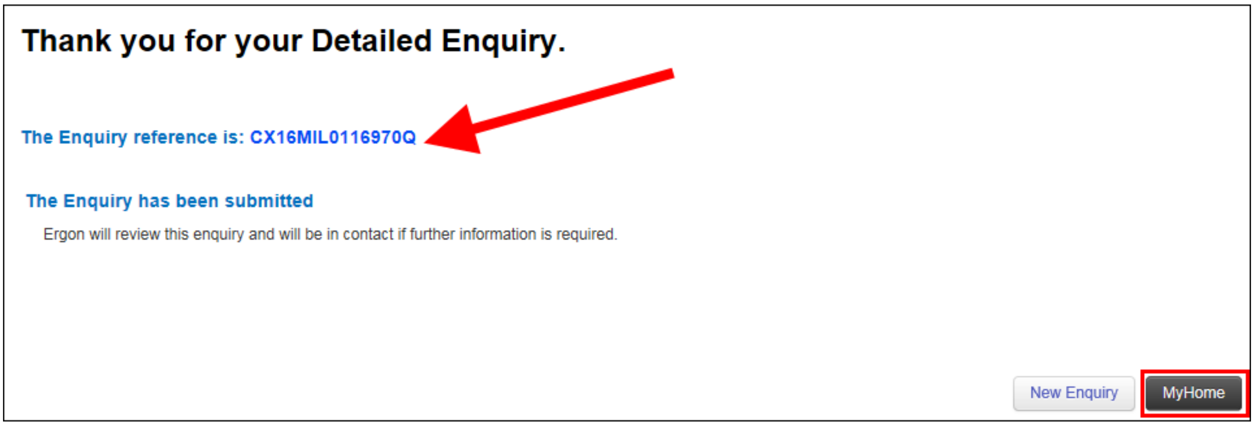


- The system will complete a scan on the document to ensure no viruses exist. Once completed, AV Scan Status of Awaiting Scan will change to Completed.
- You can attach up to **five files at 4 MB each**.
- The allowed file types are jpg, jpeg, gif, png, raw, bmp, tif, pdf, doc, docx, txt, xls, xlxs, dwg and dxf.
- You can remove the attachment if required. However, once you submit the Detailed Enquiry you are **unable** to remove the attachment.
- Once the Detailed Enquiry is submitted with an attachment, we can view the attached document.
- Once the Detailed Enquiry is submitted, you are unable to attach a document to it.

Submitting Your Enquiry

To submit your Detailed Enquiry, click on **Submit**.

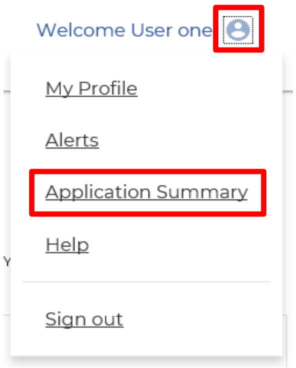




You cannot Save your Detailed Enquiry. If you do not have all the information required at the time you start the form, you will need to obtain it before you can **Submit** the form.

How to View Your Enquiry

To view your Detailed Enquiry form, click on the **"Login"** icon and select **Application Summary**.



Any Detailed Enquiry Applications will be shown in a list. You will be able to see the Reference Number and the Current Status of the Detailed Enquiry.