

Chapter 5 Connection Enquiry & Application Essentials

15 September 2025

Purpose

This Fact Sheet explains the connection process for Distributed Energy Resource (DER) systems that are not eligible for the standard exemption—such as those requiring registration with AEMO or a specific exemption. These systems must comply with the requirements set out in Chapter 5 of the National Electricity Rules (NER), particularly Rule 5.3A. It outlines the type of information proponents may need to provide during the enquiry and application stages, along with the responses they can expect. These provisions generally apply to DER systems with a capacity greater than 5 MVA.

Submitting your enquiry

You can submit your connection enquiry using one of the following methods:

- Complete our [Large Customer Connection Enquiry Form | Ergon Network](#) or
- Use our [Customer Self Service Portal | Ergon Network](#)

We will acknowledge receipt of your inquiry within 5 business days and advise you of the next steps in the connection process.

Preliminary Response to Enquiry

The *preliminary response to enquiry* is an optional and free service available for Chapter 5 connections. Once we receive your enquiry, we will provide this response unless you ask us not to.

What do we need from you?

To help determine the most suitable connection option, please ensure to include the information below with your relevant Connection Enquiry Form:

- ✓ Type of customer
- ✓ Nature of generation (including storage) and loads (as applicable)
- ✓ Prospective load, export, usage, operation, redundancy requirements
- ✓ Connection preference (voltage level, preference to own assets if known)
- ✓ Location of proposed project

What can you expect to receive from us?

The **Preliminary Response to Enquiry (PRE)** will provide you with the following information:

- ✓ PRE cover sheet
- ✓ Information as per *NER* Schedule 5.4A
- ✓ Network Information and connection option
 - o Network capacity
 - o Connection Voltage options
 - o Coupling point options
 - o Connection asset options
 - o Restrictions and limitations on the network
- ✓ References to appropriate EQL standards and manuals

Detailed Response to Enquiry

Once a proponent is ready to proceed with a preferred connection option, they may request a *detailed response to enquiry*. This is a quoted service and may require Site Specific Connection Advice beforehand—particularly where options analysis is needed. Site Specific Connection Advice is also a quoted service and may be necessary to inform the next steps in the connection process.

A fee applies to the Detailed Response to Enquiry and will be confirmed upon receipt of your request to proceed.

What do we need from you?

To develop a high-level scope and estimate tailored to your needs, we require sufficient information from you. The specific details needed may vary depending on the nature of your project and the proposed solution.

To get started, be sure to include this information in your initial request

- ✓ Type of customer
- ✓ Nature of generation (including storage) and loads (as applicable)
- ✓ Prospective load, export, usage, operation, redundancy requirements
- ✓ Acknowledgement of preferred option
- ✓ Site layout general arrangement drawings
- ✓ Access easements and roadways
- ✓ Generic Single line diagram

What can you expect to receive from us?

The **Detailed Response to Enquiry (DRE)** will provide you with the following information:

- ✓ Detailed Response to Enquiry in accordance with Schedule 5.4B / cover sheet
- ✓ Planning Report
- ✓ Preliminary Assessment of System Strength Impact
- ✓ Project Scope Statement (desktop-based)
 - o Contestable scope developed
 - o DCT scope identified
- ✓ Project specific checklists for entry into Application
- ✓ ± 30% estimated cost table (broken into the relevant financial categories)
- ✓ Indicative duration of project phases (Design, Construction etc)
- ✓ Application Phase Cost Estimate

After receiving a DRE, you will be able to make an *application to connect* under Chapter 5.

Please note that validity timeframes apply and will be specified in your DRE.

Application to Connect

The application service is subject to applicable fees, which will be quoted once we receive your application. Please refer to the submission methods outlined below.

Application Forms

Once you have received a detailed response to enquiry you may proceed with submitting an *application to connect*.

This can be done by completing our [Large Customer Connection Application Form | Ergon Network](#). Once done, simply email it to us at majorcustomers@energyq.com.au.

Alternatively, you or your consultant can use our [Customer Self Service Portal | Ergon Network](#)

Application Checklists

In addition to the information provided during the preliminary and detailed response phases, below is what we will need from you when you submit your application:

For generators ≥ 5 MVA:

[Application Checklist and GPS Issues Register - EGs Over 5MW | Ergon Network](#)

Note: If you are connecting a generator less than 5MVA and opting to connect under Chapter 5 you will need to discuss the requirements with your Project Sponsor.

Application Assessment

Initial Review

Within 10 business days of receiving your *application to connect*, we will advise you if your application to connect is incomplete in a material respect and specify the information required to complete it. Further processing may be paused until this information is provided.

Application Fee

We will also advise you of the relevant *application fee*. This quoted fee reflects the cost of assessing your application and undertaking the necessary steps to negotiate and prepare an *offer to connect*.

Withdrawing Your Application

If you choose to withdraw your application at any stage, please notify us promptly. Charges will apply for any work completed up to the time of your notification.

Application activities

As part of your application assessment, we will work with AEMO to accept any proposed negotiated access standards and conduct due diligence on your application package data. We will also complete either a system strength stability assessment, or a full assessment, depending on your preference. These activities will inform the 5.3.4A and 5.3.4B letters issued by AEMO.

Offer to Connect

We will provide an Offer to Connect within four months of receiving a complete application, or within 10 business days of finalising negotiated access standards (Rule 5.3.4A) or a system strength remediation scheme (Rule 5.3.4B), whichever occurs later, in accordance with Clause 5.3.6(a)(2) of the NER.

The *offer to connect* will include details such as charges for the requested works (including construction and network tariffs), commercial terms, technical requirements, any required augmentation or extensions, and indicative construction timeframes.

The *offer to connect* will remain open for acceptance for a period of 20 business days from the date of issue. This period may be extended by mutual agreement.

Acceptance requires the return of signed contracts within the specified timeframe. Failure to do so will result in the offer lapsing. If you wish to proceed after the offer has lapsed, a new *application to connect* must be submitted, and the process will recommence.

Further information

If you would like to learn more about our connection processes please explore our website page for [Large high voltage DER systems | Ergon Network](#).