

Site Specific Enquiry Response

How to Pay the SSER Fee

Part of Energy Queensland

Step One

- After submitting a Detailed Enquiry for >30kVA Embedded Generation you will be asked to pay an SSER Fee.
- An automatic notification will be sent to your email/phone to advise that the fee needs to be paid.
- When you open your Enquiry in the Portal a button to pay the fee will be available

Information

Reference Number	CX20YAR0284019Q
Enquiry Type	Embedded Generation (inc. Solar) of more t...
Status	Awaiting SSER Payment
Status last updated	22/09/2020 10:16 AM
Work Request No.	000001508970
Submitted By	Ruth Cohen

Pay SSER Fee

Step Two

- Clicking the button takes you to a screen where you indicate who the invoice should be issued to

Select Payment Method

Payment Method

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

Issue Invoice To:

- Applicant
- Retail Customer
- Other

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Step Three

Complete the “Ergon Account Payment” section:

Ergon Account Payment	
Payment Amount	\$909.00
Ergon Customer Number	<input type="text"/>
	Optional: If you have a current Ergon Customer Number, please enter this 6 character numeric code, otherwise leave blank.
Account Name	<input type="text"/>
	Mandatory: If you have a current Ergon Customer Number, please enter your current Customer Account Name. Otherwise enter the name to be invoiced.
ABN	61164268919
	Tip: Please ensure ABN is correct and matches with Account Name above. To check, use ABN Lookup page
Primary Contact Name	<input type="text" value="Sample Contact"/>
Primary Contact Email	<input type="text" value="Sample@gmail.com"/>
Primary Contact Phone	<input type="text" value="0400123123"/>
Billing Address	<input type="text" value="123 Sample Street"/>
Suburb	<input type="text" value="Bundaberg"/>
State	<input type="text" value="Queensland"/>
Postcode	<input type="text" value="4670"/>
Base	\$826.36
GST	\$82.64
Total	\$909.00
<input type="button" value="Cancel"/> <input type="button" value="Next"/>	

Your Enquiry will transition to a pending status whilst the system requests the invoice

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

Step Four

Once the internal team receive the invoice request, they will action it within 6 business days. When this has occurred (in addition to the specified contact receiving the invoice) your job will update to the below:

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

Follow the payment instructions that come with your invoice in order to complete the required payment.

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Step Five

Once the internal team are advised that payment has been made, they will update the job to indicate 'payment received'

Your job will transition to "Under Evaluation" and a note confirming payment was received will be visible.

Information		
Reference Number	CX20YAR0284019Q	
Enquiry Type	Embedded Generation (inc. Solar) of more t...	
Status	Under Evaluation	
Status last updated	22/09/2020 11:08 AM	
Work Request No.	000001508970	
Submitted By	Ruth Cohen	

Notes History		
Note Type	Note	Date
General	SSER Payment Received	22/09/2020 11:08 AM