



Major Customer Connection Enquiry Form

For the Connection of Load \geq 1 MVA and/or HV Generators

Please complete all Mandatory Fields * and include as much detail as possible to ensure we can meet your requirements.

When completed, please attach and e-mail this form and supporting documentation to majorcustomers@energyq.com.au

1. REQUEST DETAILS

***Service Type** New Connection - establishing an initial connection of the premises/property to our distribution system
 Connection alteration / modification - modifying the connection to our distribution system (including changes to the connected plant/equipment)

National Metering Identifier (NMI) (where existing)

***Connection Type** (select multiple where required)
 Load Connection greater than 1 MVA - connecting under Chapter 5A of the NER
 High Voltage Embedded Generator less than 5 MVA - connecting under Chapter 5A of the NER
 High Voltage Embedded Generator less than 5 MVA - opting to connect under Chapter 5 of the NER
 High Voltage Embedded Generator above 5 MVA - connecting under Chapter 5 of the NER

Note: The following connection types are not managed via this form, please refer below for the appropriate enquiry method:

- For **Low Voltage (LV) Generators greater than 30 kVA**, please use Ergon Energy Network's [Self Service Portal](#).
- For **small photovoltaic systems (less than or equal to 10 kVA 1 Phase, or less than or equal to 30 kVA 3 Phase)**, please telephone our Ergon Energy Network Contact Centre on 137466)

***Service Requested**
 Preliminary advice - seeking preliminary process and network information (Chapter 5A.D.2 or 5.3A.7)
 Technical Assessment - seeking planning report for a load \geq 1 MVA or generation $<$ 5 MVA
 Detailed Response to Enquiry - seeking detailed response to enquiry for a generator \geq 5 MVA
 Site specific advice - please provide details in OTHER INFORMATION / COMMENTS section

Note: All services requested will incur a fee for service and a quote will be provided, with the exception of a Preliminary Advice. Quotes for services will be provided when available, but please be aware that quotes are indicative estimates only. The services to be performed are subject to economic regulation under the applicable energy laws and Ergon Energy Network will invoice for the maximum amount we are entitled to charge under those energy laws for the performed services.

2. ENQUIRER DETAILS

***Enquiry from** Retail Customer / Generator Authorised Agent (for and on behalf of the Retail Customer / Generator)

Note: where this form is submitted by an Authorised Agent, the Authorised Agent Details section of this form is mandatory and must be completed in order for this form to be processed.

2.1. Retail Customer / Embedded Generator Details

* Name	<input type="text"/>		
*Company Name (not trading name)	<input type="text"/>		
*Phone Number	<input type="text"/>	Mobile Number	<input type="text"/>
*ABN (If applicable)	<input type="text"/>	ACN (If applicable)	<input type="text"/>
*E-mail	<input type="text"/>		
*Postal Address	<input type="text"/>		
Postal City	<input type="text"/>	Postal State	<input type="text"/>
		Postal Postcode	<input type="text"/>



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2.2. Authorised Agent Details

Type of Agent	<input type="checkbox"/> Consultant <input type="checkbox"/> Builder <input type="checkbox"/> Electrician		
Contact Name			
Company Name (If applicable)			
*ABN (If applicable)		ACN (If applicable)	
*Phone Number		Mobile Number	
E-mail			
*Postal Address			
Postal City		Postal State	
		Postal Postcode	

3. PROPERTY AND LOCATION DETAILS

*Site Name or Reference			
*RP Number ID		Lot Number	
GPS Latitude		GPS Longitude	
Physical Street			
Physical City		Physical State	
		Physical Postcode	
Additional details on location (i.e. restrictions, environmental, cultural, etc.)			
Is the <i>retail customer</i> / generator the Registered Owner?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If no, enter Registered Owner Name			

4. PROJECT DESCRIPTION

4.1. Design & Construct Preference for Dedicated Customer Connection Assets

* Options (select one)	<input type="checkbox"/> Option 1 - Ergon Energy Network design, construct and operate
	<input type="checkbox"/> Option 2 - Customer design, construct, and transfer asset ownership to Ergon Energy Network - DCT
	<input type="checkbox"/> Option 3 - Unsure at this stage

Please note: All shared network (used by more than one customer, including future use) will be designed, constructed, and owned by Ergon Energy Network

4.2. Connection Timing

*Temporary Building Supply Required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	*Maximum Supply Demand		kVA	*Required by Date	
*Required by Date - Permanent Electricity Supply						
*Details of Staging Time Frame and Other Construction Requirements? Provide details below	<input type="checkbox"/> Yes <input type="checkbox"/> No					



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5. DEMAND

5.1. Load Connection Details

*Purpose of Industry / Load			
*Connection Voltage	kV	*AS3000 Calculated Demand	<input type="checkbox"/> MW <input type="checkbox"/> W <input type="checkbox"/> Amp
Metering Provider / Responsible person - person responsible for the provision, installation, and maintenance of a metering installation			
*Additional Maps, Site Plans or Diagrams Attached?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
*Authorised Demand - highest 30min average demand expected after diversity for a 12-month period		kVA	
*Energy Consumption - estimated consumption in per annum - exclude energy that is self-produced with generation, where relevant		kWh	
*Anticipated average monthly maximum demand	kW	*The peak energy as a proportion of total	%
*Anticipated Power Factor - at high load (e.g. 0.85)		Power Factor Correction to be Installed?	<input type="checkbox"/> Yes <input type="checkbox"/> No

5.2. Significant / Disturbing Loads (e.g. Plant that produces harmonics, Large Motors, Welders, Thyristor Drives)

Disturbing Load Details		Size	<input type="checkbox"/> MW <input type="checkbox"/> MVAr
		Size	<input type="checkbox"/> MW <input type="checkbox"/> MVAr
Significant Load			
Refer to Attached Detail?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

5.3. Other Development Types

Type of Plant - e.g. rolling mill, turbine gas/steam	
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5.4. Generating System Details

Registration Category	<input type="checkbox"/> Standing exemption from registration as a Generator (typically generators less than 5 MVA aggregated behind a connection point(s))		
	<input type="checkbox"/> Intending to apply for an exemption from registering as a Generator		
	<input type="checkbox"/> Intending to register with AEMO as a Generator		
	<input type="checkbox"/> Registered with AEMO as a Generator or Intending Participant.		
Registration Reference (where applicable)			
Existing Generation on Site?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Existing Technology	<input type="checkbox"/> Rotating Machine <input type="checkbox"/> Inverter Energy System (IES) <input type="checkbox"/> Hybrid (multiple technologies)		
Existing Capacity	kVA	<input type="checkbox"/> Non-export <input type="checkbox"/> Full export <input type="checkbox"/> Partial export	Export <input type="checkbox"/> kW
Total Generation Proposed	kVA	Multiple technology / generation types	<input type="checkbox"/> Yes <input type="checkbox"/> No



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Proposed Systems	Proposed Type (Rotating Machine or Inverter Energy System IES)	Proposed Energy Source/s (e.g. Diesel, Wind, PV, Biogas, Battery)	Proposed # of units	Proposed Size (kVA)	Proposed Capacity (kVA)
System 1	<input type="checkbox"/> Rotating Machine <input type="checkbox"/> IES				
System 2	<input type="checkbox"/> Rotating Machine <input type="checkbox"/> IES				
System 3	<input type="checkbox"/> Rotating Machine <input type="checkbox"/> IES				
Purpose of system(s)	<input type="checkbox"/> Standby or backup power <input type="checkbox"/> Co-Generation <input type="checkbox"/> Customer demand management <input type="checkbox"/> Commercial – energy export and sale				
Mode of parallel Operation	<input type="checkbox"/> Momentary parallel operation - i.e. momentarily connects to and synchronises with grid for changeover between isolated mode and grid supply or vice versa (e.g. "make before break", "seam-less" or "bump-less" transfer) <input type="checkbox"/> Parallel – Non-export - i.e. connects to and synchronises with grid for extended periods, but no power is exported to the grid <input type="checkbox"/> Parallel – Export - i.e. connects to and synchronises with grid for extended periods and exports power to the grid				
Forecasts	Total hours of parallel operation				hrs per annum
	Maximum Export Power to Grid	kW	Energy Output per annum	kWh	

6. SPECIAL REQUIREMENTS

List any special requirements in relation to the connection

List any future load requirements in relation to the connection (e.g. N-1, back up supply etc)

7. OTHER INFORMATION / COMMENTS

8. SUPPORTING DOCUMENTATION

Please confirm all relevant documentation in this section has been attached to this form as follows:

For loads seeking a planning report

- technical datasheets if relevant; for pumps, motors, and other disturbing plant including impedance details, if known as well as intended starting and operating schedules (e.g., starts per day, days per year);
- design drawings;
- schematics and switching sheet/table demonstrating that any break-before-make generating systems can be treated as off-grid (if relevant);
- survey plan of land lot/s showing the general arrangement of the site and preferred location for connection assets;
- anticipated transformer size (required for fault calculations);
- where relevant, include schematics and switching sheet/table that demonstrate that any break-before-make generating systems can be treated as off-grid.

For generators < 5 MVA seeking a planning report

details of *your generating system*, including:

- for solar systems, the type of inverters, including;
 - certification to AS/NZS4777.2:2020 shall be required where LV inverters are to be used
 - tracking system details (e.g. fixed, single axis horizontal, single axis vertical or dual axis), with tilt angle information as relevant (e.g. 30°);

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- for battery systems:
 - battery module unit data (nominal power, rated voltage, rated current, short circuit current, open circuit voltage and material);
 - system charging and discharge rates and duty cycle times, preferably 1 minute profile data in .csv or .xlsx format;
- for rotating machines, the type of machines, as well as the datasheets and impedance information (if known);
- single line diagrams for protection and operation;
- annual half-hour profile of power output (in .csv or .xlsx format);
- general arrangement of the generating systems, including your preference for the location of the dedicated connection assets (if any);
- where relevant, include schematics and switching sheet/table that demonstrate that any break-before-make generating systems can be treated as off-grid.

For generators ≥ 5 MVA seeking a Detailed Response to Enquiry

- details of your requirements and the specifications of the facility to be connected (NB this must be consistent with the requirements we advised to you in the *preliminary response* to enquiry in satisfaction of Schedule 5.4A(a)-(c) of the NER (refer technical sections – i.e. protection systems, monitoring and control, insulation, fault levels, switching/isolation, synchronising, metering installations));
- details of your reasonable expectations of the level and standard of service of power transfer capability that the distribution system should provide; and
- details of your generating system, including:
 - number, size and type of inverters, turbines, or rotation machines;
 - for solar systems, PV module unit data (nominal power, efficiency, rated voltage, rated current, short circuit current,) and total number of PV modules (and aggregate PV module capacity); tracking system details (e.g. fixed, single axis horizontal, single axis vertical or dual axis) and details of tilt angle as relevant;
 - for wind turbines, turbine unit data
 - for battery systems, battery module unit data (nominal power, rated voltage, rated current, short circuit current), and system charging and discharge rates and duty cycle times, preferably 1 minute profile data in .csv or .xlsx format;
 - for rotating machines, number, size and type of rotating machine, and impedance and/or datasheets, if known;
 - single line diagrams for protection and operation;
 - annual half-hour profile of power output (in .csv or .xlsx format);
 - general arrangement of the site, including the preferred location of the connection assets;
- design drawings;
- if relevant, schematics and switching sheet/table demonstrating that any break-before-make generating systems can be treated as off-grid; survey plan of land lot/s showing the general arrangement of the site;
- anticipated transformer size (required for fault calculations);
- anything else advised in the *preliminary response to enquiry* (if relevant).

9. ACKNOWLEDGMENTS

9.1. Retail Customer / Embedded Generator Acknowledgement

In submitting this connection enquiry, I/we acknowledge and agree to the following conditions:

Connection Assessment

The Retail Customer / Generator acknowledges and agrees:

- Ergon Energy Network processes connection enquiries in accordance with the negotiated connection process prescribed in the NER.
- Each connection enquiry is assessed as a standalone project having regard to the circumstances existing at the particular point in time (including, but not limited to, the System Strength Impact Assessment Guidelines published by AEMO (as applicable)).
- As we may be concurrently processing two or more connection enquiries in the same area of our distribution system, changes to the committed status of one of those projects may have a material physical, technical or financial impact on the works required for any other projects still progressing through the connection process. For example, such impacts may include: impacts on the relevant performance standards or other technical requirements with which a subsequent project may have to comply and in certain circumstances, imposing a requirement for the subsequent proponent to fund an augmentation of the distribution system.



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- As a consequence, the information previously advised by us to you may change and may involve increased costs and delays to the expected timeframe for the connection of your project.

Confidentiality

Consistent with the obligations of confidentiality under the energy laws, you consent and agree that any information submitted as part of this Enquiry Form, or for the purpose of establishing or altering a connection to our distribution system, may be disclosed to our employees, contractors, sub-contractors and consultants to assist us in processing and managing your proposed connection (including this enquiry) on our behalf, and submission of this Enquiry Form is deemed to be consent to such disclosure.

In addition, and to facilitate transparency, Ergon Energy Network may disclose the following details relating to your proposed connection to third parties: the capacity requirements (covering import and export, as applicable), general project location, and relevant submission dates in the connection process.

If you do not consent to this additional right of disclosure, please tick this box:

Signed for and on behalf of the Retail Customer / Generator by its authorised representative:

_____ Signature of Authorised representative	Name	_____
	Position	_____
	Date Signed	_____

9.2. Appointment of Authorised Agent

I/we _____ (Retail Customer / Generator) authorise

(Authorised Agent) to act on our behalf in
relation to the project the subject of this Connection Enquiry Form.

I/We acknowledge and agree that:

- if the Authorised Agent appointed above is a company or organisation, then any employee or representative of that company or organisation is authorised to act on behalf of the Retail Customer / Generator under this appointment;
- any information or advice provided by my/our Authorised Agent may be relied upon by Ergon Energy Network as if it were information or advice provided by the Retail Customer / Generator and I/we will be bound by the actions of the Authorised Agent under this appointment;
- any information or advice provided by Ergon Energy Network to my/our Authorised Agent may be treated as having been provided to the Retail Customer / Generator;
- Ergon Energy Network is not required to enquire into the circumstances or validity of this appointment or of any request or instruction given by the Authorised Agent in accordance with this appointment; and
- this appointment continues until I notify Ergon Energy Network in writing of its cancellation.

To the maximum extent permissible by law, I/we release Ergon Energy Network from any and all liability, loss or damage suffered or incurred as a result of Ergon Energy Network acting or relying on this appointment.

_____ Signature of Retail Customer/ Generator	Name	_____
	Position	_____
	Date Signed	_____
_____ Signature of Authorised Agent	Name	_____
	Position	_____
	Date Signed	_____



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10. NOTES

You will receive a reply from Ergon Energy Network acknowledging your enquiry has been received within 5 working days of receipt. This reply will normally be sent via e-mail and will detail any missing information required. Failure to provide this information will prevent in your enquiry from being progressed.

The reply will contain a Work Request number, this reference number is to be used in all future contact in regard to this specific project. The reply will also confirm that Ergon Energy Network is the correct Network Service Provider, or provide you with further information regarding the identity of the appropriate NSP where you should direct your enquiry.

Your enquiry will be processed under the National Electricity Rules (NER). You should take time to familiarise yourself with and understand your responsibilities under the NER, which can be found on Ergon Energy Network's website: <https://www.ergon.com.au/> or the Australian Energy Market Commission website: <https://www.aemc.gov.au/regulation/energy-rules>.

From this enquiry you will receive an 'enquiry response' which will provide an outline of costs, connection method and connection requirements. If you wish to proceed to a connection, a Major Customer Connection Application form will need to be forwarded to Ergon Energy Network with your relevant Work Request number, application fee and additional information.

When completed, please attach and e-mail this form to majorcustomers@energyq.com.au