

Portal Statuses

CONNECT AGREEMENT AND/OR ENQUIRY (CX)	
Electrical Partners Portal Status	Status Description
Accepted	Offer is accepted and an EWR is now able to be submitted. The status will remain at Accepted waiting for an EWR to link.
Cancelled	The Connect Application has been cancelled either by external or internal request
Closed	The request has been closed either through resolution or a new submission superseding this one
Enquiry Under Evaluation	The Enquiry was submitted successfully and is under evaluation by the relevant team.
Expired	The Connect Offer was not accepted within the required timeframe. A new Network Connection Application is necessary
Offer	A Connect Offer is waiting for Acceptance.
Offer Withdrawn	Due to incorrect information provided on the Offer the DNSP has withdrawn the offer and will review required work. A new Connect Offer for the external user's acceptance will be issued.
Completed Application Submitted	The external party will be advised that their complete application has been submitted. A Connect Offer for the external user's acceptance will be issued.
Negotiation Requested	The DNSP has provided an Offer and the external user has elected to negotiate the terms and conditions of this set Offer. The DNSP will review the negotiation and will be in contact with the Applicant within 65 business days.
Saved	The external user has chosen to save rather than submit their Connect.
Submitted	The external user has submitted the required information and has received a reference number. The DNSP will evaluate and progress through the standard process.

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Under Evaluation	The DNSP has determined further investigation is required before an Offer can be provided. The DNSP will be in contact with the external user if required
Superseded	A new Connect has been submitted which takes precedence over this one
Further Information Required	The DNSP requires more information before they can proceed with investigating the Connect or Enquiry request. The job has been 'unlocked' and returned to the external user requesting more information
Reminder – Further Information Required	Status updated by the internal user when they want to prompt the external user to provide information
Enquiry Reset On Hold	Status updated by the internal user when they want to reset the Enquiry On Hold time.
Incomplete Connect	The external user has accepted the offer, but has not taken further action to link the Connect to an EWR within 12 months of acceptance
EWR in Progress	The Connect has been linked to an EWR and will progress through the standard process from here. All relevant job updates will be provided on the EWR
Awaiting Energex Account Validation	Job is on hold awaiting confirmation of the account with the DNSP
Awaiting Enquiry Fee Payment	Job is pending the payment of a nominated Fee
Awaiting Construction Completion	Job is on hold pending nominated construction regarding the Network
Awaiting Initial Construction Fee Payment	Job is pending the payment of a nominated Fee
Validation Required	Final validation of the NMI is required. The system and/or a user will conduct necessary checks

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ELECTRICAL WORK REQUEST (EWR)	
Electrical Partners Portal Status	Status Description
Appointment Set	An appointment has been scheduled.
Awaiting Retailer Request	We have not received the Retailer Request to match to the EWR. Please ask your customer to contact their Retailer and quote the EWR reference number.
Cancelled by Retailer	EWR has been cancelled as requested by the Retailer. Please ask your customer to contact their Retailer.
Closed – No Access	EWR has been closed as were not able to access the site.
Complete – Form 3 Left	Requested work has been completed and a Form 3 is now available.
Completed	The job has been completed. For any further information please contact the Retailer.
Closed – Form 3 Rectified	EWR completed and Form 3 has been rectified.
EWR Processing	EWR currently being processed by Customer Operations Officers.
EWR Submitted	EWR submitted successfully.
Incomplete – Form 3 Left	Requested work not completed and a Form 3 is now available.
Awaiting MP	This EWR must be actioned by the Metering Provider. Please contact the Retailer for further information.
Request Processed	EWR has been processed.
Retailer Request Cancelled	The Retailer has requested that the Retailer Request be cancelled.
Retailer Request Received	We have received the Retailer Request.
Saved	Your EWR has been saved. It can still be edited. If you wish to submit this EWR please open it and scroll down to submit.

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Work Scheduled	The Retailer Request has been received and the work has been scheduled.
Pending Assessment	We are currently assessing whether a metering provider is required to attend (Typically these jobs will be at Form2 Prep Review or awaiting a call back from the electrician)
In Progress	We have determined that there are works onsite that require a contestable metering provider to attend
Completed	We have received notification from a Metering Provider that their work has been actioned
Incomplete	Meter Provider works are incomplete due to issues onsite (EG: Ergon/Energex have identified Defects)
Not Complete	The Meter Provider job has been closed as not completed
No Response	The Meter Provider has taken no action onsite for at least 180 days.