

EEN_Over 30 kVA Enquiry Work Instruction

Over 30 kVA Enquiry

Purpose

Use this Work Instruction to ensure that the Ergon Energy Network, over 30 kVA enquiry is lodged with all relevant fields completed correctly.

Prerequisites

Access to the Electrical Partner's Portal.

Related documents

The following documents are related to this task:

- Over 30 kVA Increase Application demonstration and Work Instruction.

EEN_Over 30 kVA Enquiry Work Instruction


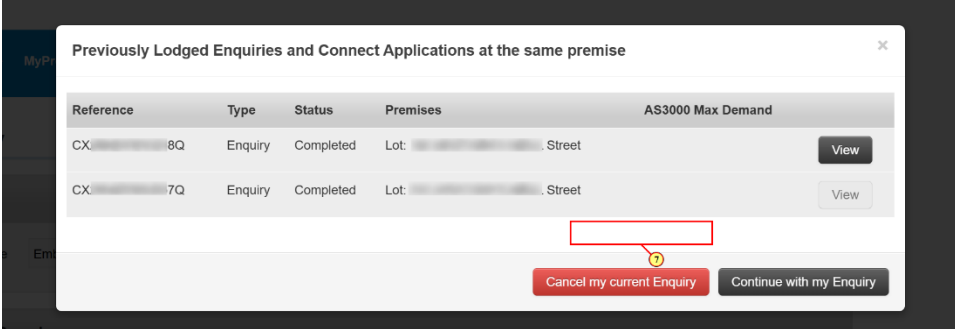
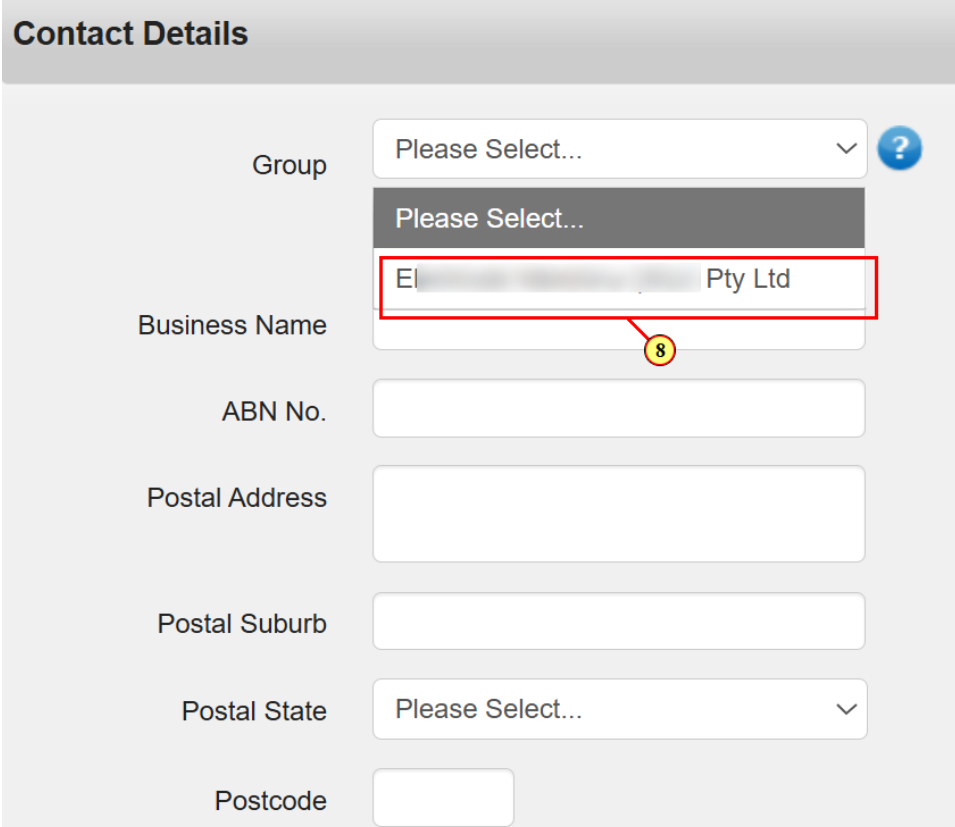
Explanation	Screenshot
<p>1. Select MyENQUIRY</p>	<p>The screenshot shows the 'Electrical Partners Portal Home' with a navigation menu. The 'MyENQUIRY' option is highlighted with a red box and a circled '1'.</p>
<p>2. Select Embedded Generation (inc. Solar) of more than 30kVA</p>	<p>The screenshot shows the 'MyENQUIRY' dropdown menu. The option 'Embedded Generation (inc. Solar) of more than 30kVA' is highlighted with a red box and a circled '2'.</p>
<p>Enquiry or Connect Applications require you (the applicant) to conduct a search for the premises using the NMI, meter number, address lot or plan NMI.</p> <p>This information is located on the electricity account or can sometimes be found in the meter box or on the meter itself</p> <p>3. Click NMI</p>	<p>The screenshot shows the 'Detailed Enquiry' page. The 'Enquiry Type' is set to 'Embedded Generation (inc. Solar) of more than 30kVA'. Under 'Premises/Address Search', the 'Search by' dropdown is set to 'NMI', which is highlighted with a red box and a circled '3'.</p>

**EEN_Over 30 kVA Enquiry
Work Instruction**



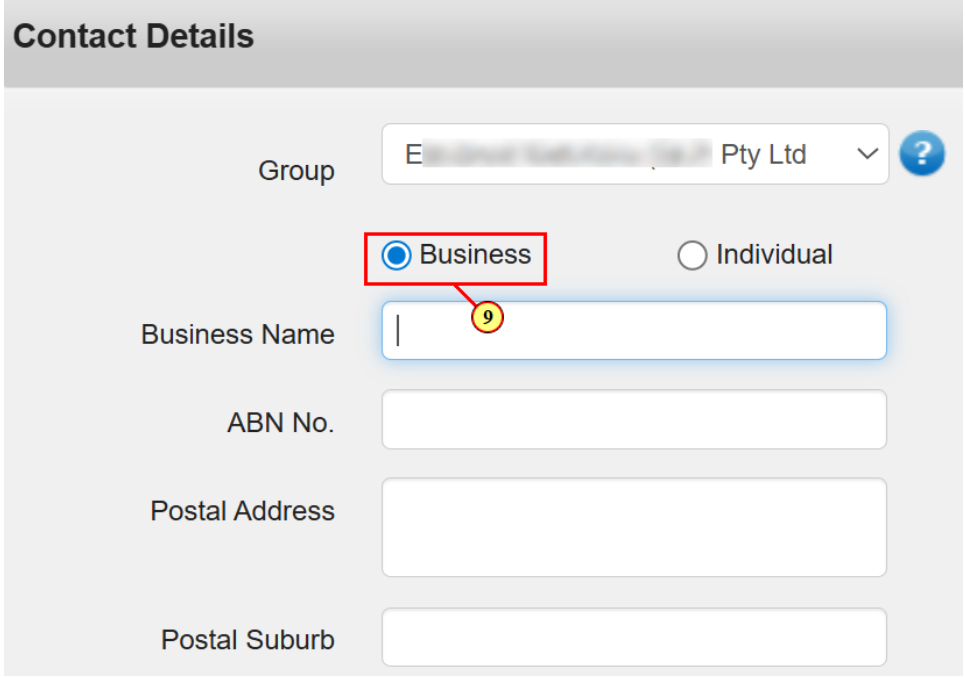
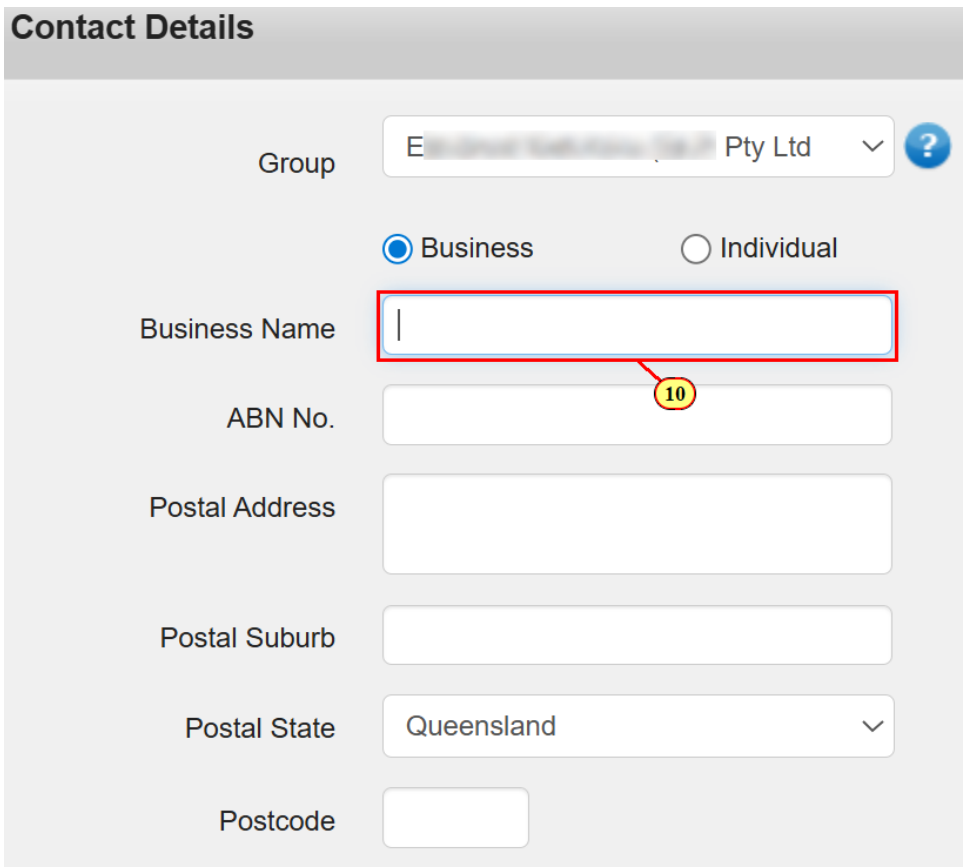
Explanation	Screenshot										
<p>4. Enter the NMI</p>	<p>Premises/Address Search</p> <p>Search by NMI, Meter Number, Address or Lot and Plan</p> <p>NMI <input type="text"/> <input type="button" value="Search"/></p> <p>Unable to find the premises? Manually enter a new premises.</p> <p>Premises Details</p>										
<p>5. Click Search</p>	<p>Premises/Address Search</p> <p>Search by NMI, Meter Number, Address or Lot and Plan</p> <p>NMI <input type="text" value="31..."/> <input type="button" value="Search"/></p> <p>Unable to find the premises?</p> <p>Search for the address/premises using the National Meter Identifier (NMI). The NMI can be located on the front of the electricity bill or from the retailer.</p> <p>Premises Details</p>										
<p>6. Select the premises address</p>	<p>Premises/Address Search</p> <p>Search by NMI, Meter Number, Address or Lot and Plan</p> <p>Unable to find the premises? Manually enter a new premises.</p> <p>Address Search Results (click to select the correct address)</p> <table border="1"> <thead> <tr> <th>NMI</th> <th>Address</th> <th>Nmi Status</th> <th>Connection Type</th> <th>Tariff</th> </tr> </thead> <tbody> <tr> <td>31...</td> <td>31... ST... 4</td> <td>ACTIVE</td> <td>PERMAN</td> <td>RTDEM VC</td> </tr> </tbody> </table>	NMI	Address	Nmi Status	Connection Type	Tariff	31...	31... ST... 4	ACTIVE	PERMAN	RTDEM VC
NMI	Address	Nmi Status	Connection Type	Tariff							
31...	31... ST... 4	ACTIVE	PERMAN	RTDEM VC							

EEN_Over 30 kVA Enquiry Work Instruction


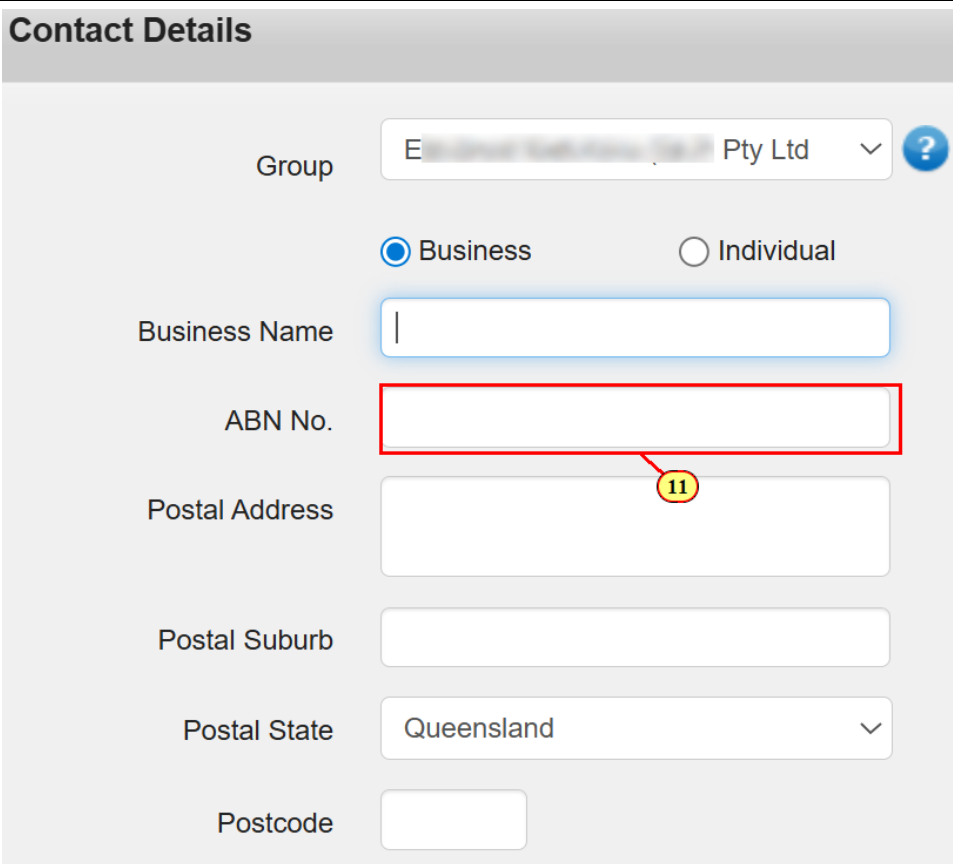
Explanation	Screenshot
<p> When lodging an enquiry, you will see any previously lodged enquiries and connects for that premises.</p> <p>7. Click Continue with my Enquiry</p>	
<p>8. Select the Group if applicable; if not, enter the Business Name</p>	

EEN_Over 30 kVA Enquiry Work Instruction



Explanation	Screenshot
9. Select whether the contact is business or individual	 <p>Contact Details</p> <p>Group: E... Pty Ltd</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual</p> <p>Business Name: </p> <p>ABN No.:</p> <p>Postal Address:</p> <p>Postal Suburb:</p>
10. Enter the Business Name	 <p>Contact Details</p> <p>Group: E... Pty Ltd</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual</p> <p>Business Name: </p> <p>ABN No.:</p> <p>Postal Address:</p> <p>Postal Suburb:</p> <p>Postal State: Queensland</p> <p>Postcode:</p>

EEN_Over 30 kVA Enquiry Work Instruction

Explanation	Screenshot
<p>11. Enter the 11 digit ABN or ACN</p> <p> ABNs are 11 digits long. This field is limited to 11 digits.</p> <p>ACNs are only 9 digits long. Enter 00 at the start of the ACN. For example, if the ACN is 123456789 it would be entered as 00123456789 to reach the 11 digits.</p>	 <p>Contact Details</p> <p>Group: E... Pty Ltd</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual</p> <p>Business Name: </p> <p>ABN No. [Red box with callout 11]</p> <p>Postal Address: [Field]</p> <p>Postal Suburb: [Field]</p> <p>Postal State: Queensland</p> <p>Postcode: [Field]</p>

**EEN_Over 30 kVA Enquiry
Work Instruction**



Explanation	Screenshot
12. Enter the Postal Address	<p>Contact Details</p> <p>Group: E... Pty Ltd</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual</p> <p>Business Name: </p> <p>ABN No.: 12345678910</p> <p>Postal Address: [Red box with callout 12]</p> <p>Postal Suburb: </p> <p>Postal State: Queensland</p> <p>Postcode: </p>

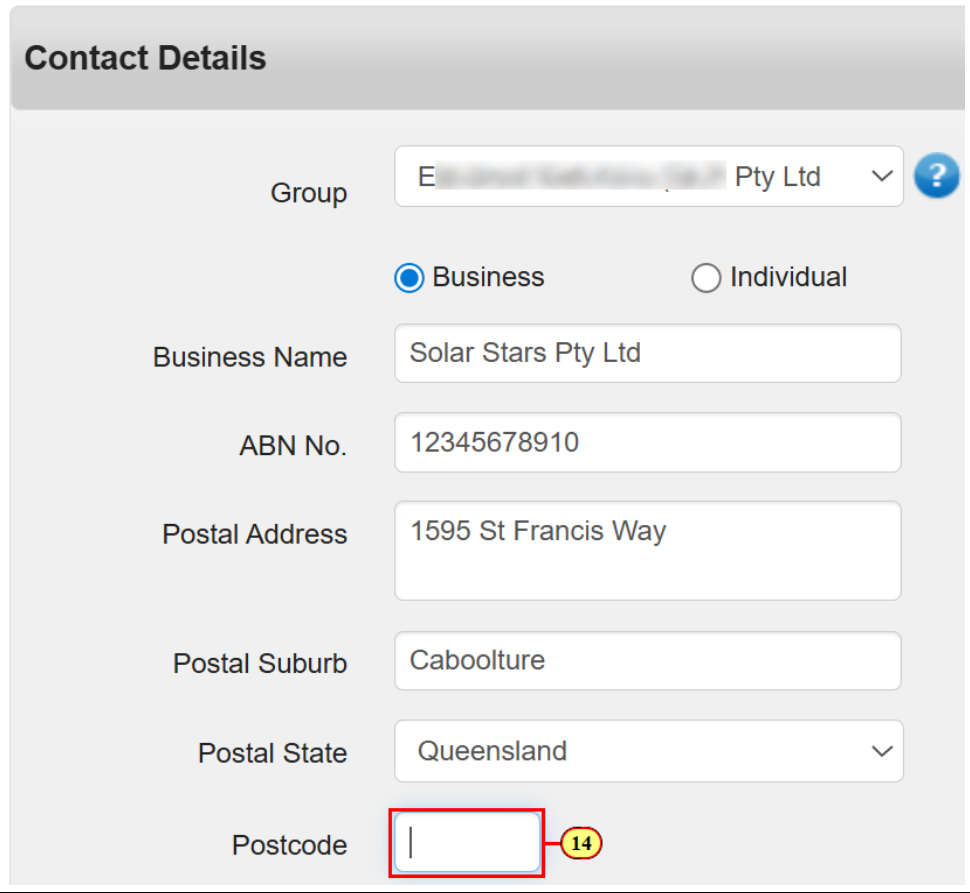

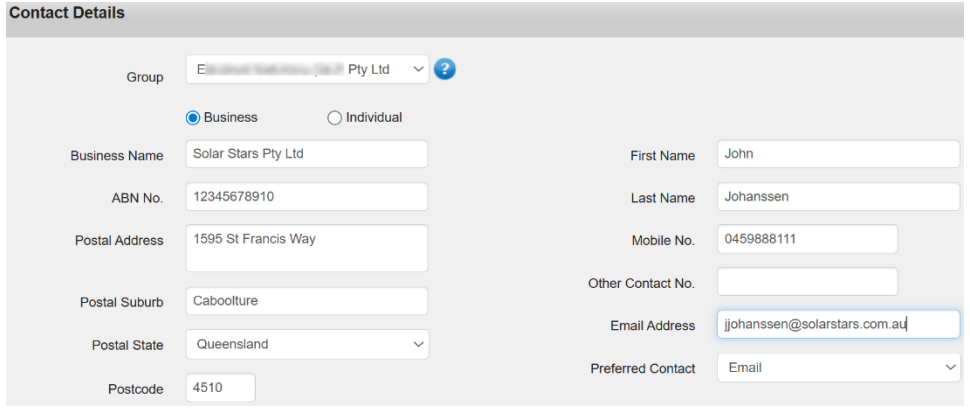
EEN_Over 30 kVA Enquiry Work Instruction




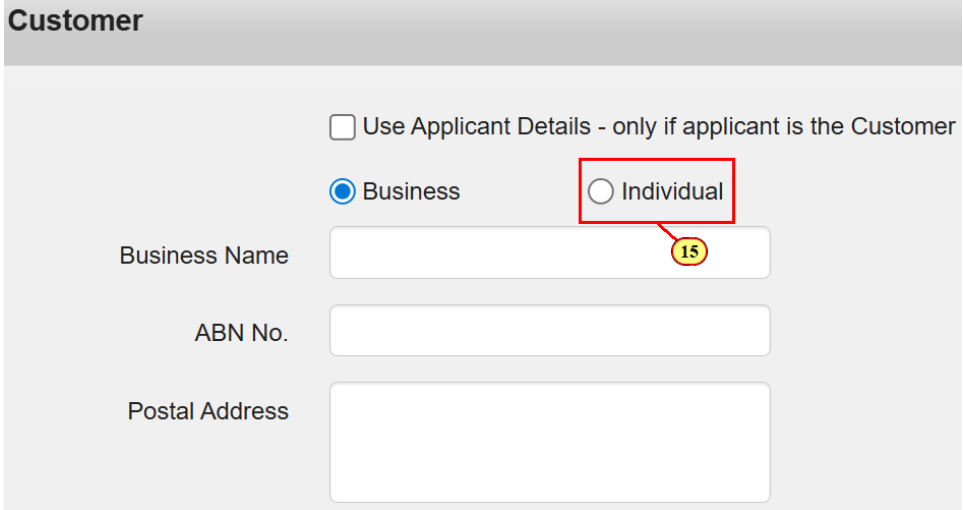

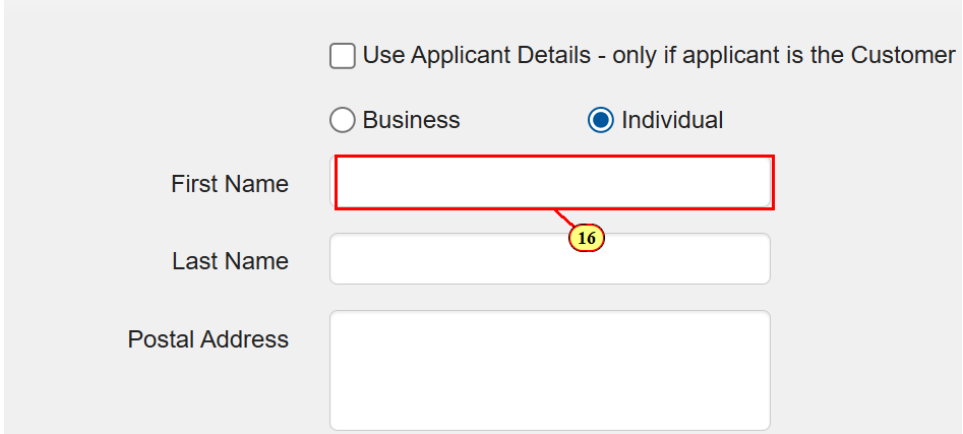
Explanation	Screenshot
13. Enter the Postal Suburb	<p>Contact Details</p> <p>Group: E [redacted] Pty Ltd ?</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual</p> <p>Business Name: Solar Stars Pty Ltd</p> <p>ABN No.: 12345678910</p> <p>Postal Address: 1595 St Francis Way</p> <p>Postal Suburb: [Red box around empty field]</p> <p>Postal State: Queensland 13</p> <p>Postcode: [Empty field]</p>

**EEN_Over 30 kVA Enquiry
Work Instruction**



Explanation	Screenshot
<p>14. Enter the Postcode</p>	 <p>Contact Details</p> <p>Group: E [redacted] Pty Ltd</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual</p> <p>Business Name: Solar Stars Pty Ltd</p> <p>ABN No.: 12345678910</p> <p>Postal Address: 1595 St Francis Way</p> <p>Postal Suburb: Caboolture</p> <p>Postal State: Queensland</p> <p>Postcode: [red box] 14</p>
<p> Ensure that a Mobile No or Other Contact No and Email Address have been entered.</p>	 <p>Contact Details</p> <p>Group: E [redacted] Pty Ltd</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual</p> <p>Business Name: Solar Stars Pty Ltd</p> <p>ABN No.: 12345678910</p> <p>Postal Address: 1595 St Francis Way</p> <p>Postal Suburb: Caboolture</p> <p>Postal State: Queensland</p> <p>Postcode: 4510</p> <p>First Name: John</p> <p>Last Name: Johanssen</p> <p>Mobile No.: 0459888111</p> <p>Other Contact No.: [empty]</p> <p>Email Address: jjohanssen@solarstars.com.au</p> <p>Preferred Contact: Email</p>

EEN_Over 30 kVA Enquiry Work Instruction

Explanation	Screenshot
<p> The Customer is the individual or organisation listed on the electricity account for the premise.</p> <p>All contact details provided must relate to this customer; not the spouse (unless listed on the electricity account), site owners, tenants, other third parties or managing rental agencies.</p> <p>If you select Business, ensure that the ABN and ACN are entered as 11 digit numbers. Add 00 in front of the 9 digit ACN.</p> <p>15. Select the customer type</p>	 <p>Customer</p> <p><input type="checkbox"/> Use Applicant Details - only if applicant is the Customer</p> <p><input checked="" type="radio"/> Business <input type="radio"/> Individual </p> <p>Business Name <input type="text" value=""/></p> <p>ABN No. <input type="text" value=""/></p> <p>Postal Address <input type="text" value=""/></p>
<p> If there are two names on the electricity account enter them both in the First Name and Last Name fields.</p> <p>16. Enter the electricity account holder's First Name</p>	 <p>Customer</p> <p><input type="checkbox"/> Use Applicant Details - only if applicant is the Customer</p> <p><input type="radio"/> Business <input checked="" type="radio"/> Individual</p> <p>First Name <input type="text" value=""/> </p> <p>Last Name <input type="text" value=""/></p> <p>Postal Address <input type="text" value=""/></p>

**EEN_Over 30 kVA Enquiry
Work Instruction**



Explanation	Screenshot
<p>17. Enter the customer's last name</p>	
<p>18. Enter the postal address</p>	

**EEN_Over 30 kVA Enquiry
Work Instruction**



Explanation	Screenshot
19. Enter the Postal Suburb	<p>The screenshot shows a web form titled "Customer" with the following fields and options:</p> <ul style="list-style-type: none"><input type="checkbox"/> Use Applicant Details - only if applicant is the<input type="radio"/> Business <input checked="" type="radio"/> IndividualFirst Name: Timothy and JennyLast Name: DaltonPostal Address: 54 David StreetPostal Suburb: (empty field, highlighted with a red box and callout bubble '19')Postal State: Queensland (dropdown menu)

EEN_Over 30 kVA Enquiry
Work Instruction




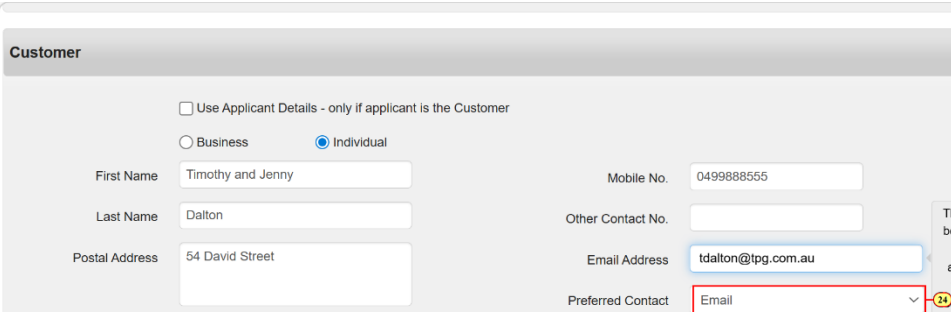
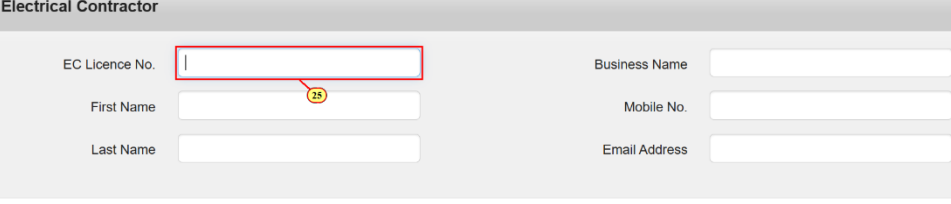
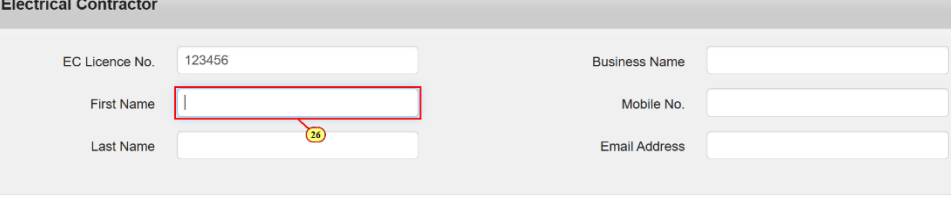
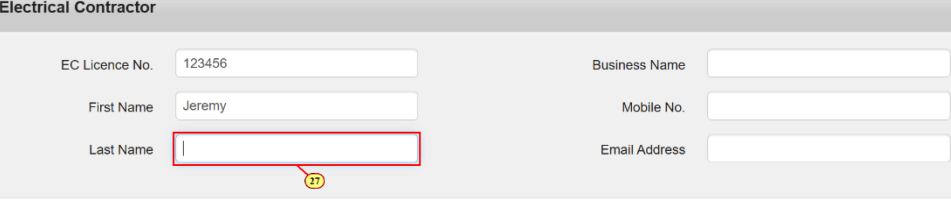
Explanation	Screenshot
20. Enter the Postcode	<p>Customer</p> <p><input type="checkbox"/> Use Applicant Details - only if applicant is the Customer</p> <p><input type="radio"/> Business <input checked="" type="radio"/> Individual</p> <p>First Name Timothy and Jenny</p> <p>Last Name Dalton</p> <p>Postal Address 54 David Street</p> <p>Postal Suburb Beaudesert</p> <p>Postal State Queensland</p> <p>Postcode <input type="text"/></p> <p><input type="checkbox"/> The Customer will be responsible for any related charges</p>

EEN_Over 30 kVA Enquiry Work Instruction




Explanation	Screenshot
<p>21. Select if the customer will be responsible for any related charges</p>	<p>Customer</p> <p><input type="checkbox"/> Use Applicant Details - only if applicant is the Customer</p> <p><input type="radio"/> Business <input checked="" type="radio"/> Individual</p> <p>First Name: Timothy and Jenny</p> <p>Last Name: Dalton</p> <p>Postal Address: 54 David Street</p> <p>Postal Suburb: Beaudesert</p> <p>Postal State: Queensland</p> <p>Postcode: 4185</p> <p>The Customer will be responsible for any related charges <input type="checkbox"/> 21</p>
<p>22. Enter the Mobile No.</p>	<p>Customer</p> <p><input type="checkbox"/> Use Applicant Details - only if applicant is the Customer</p> <p><input type="radio"/> Business <input checked="" type="radio"/> Individual</p> <p>First Name: Timothy and Jenny</p> <p>Last Name: Dalton</p> <p>Postal Address: 54 David Street</p> <p>Mobile No.: <input type="text"/> 22</p> <p>Other Contact No.: <input type="text"/></p> <p>Email Address: <input type="text"/></p> <p>Preferred Contact: Email</p> <p>Must be in the following format 0499999999 (no spaces, special characters, must be 10 digits).</p>
<p> Ensure that a Mobile No and Email Address have been entered.</p> <p>23. Enter the customer's Email Address</p>	<p>Customer</p> <p><input type="checkbox"/> Use Applicant Details - only if applicant is the Customer</p> <p><input type="radio"/> Business <input checked="" type="radio"/> Individual</p> <p>First Name: Timothy and Jenny</p> <p>Last Name: Dalton</p> <p>Postal Address: 54 David Street</p> <p>Mobile No.: 0499888555</p> <p>Other Contact No.: <input type="text"/></p> <p>Email Address: <input type="text"/> 23</p> <p>Preferred Contact: Email</p>

EEN_Over 30 kVA Enquiry Work Instruction

Explanation	Screenshot
<p> As the applicant you are submitting the application on behalf the electricity account holder.</p> <p>Be sure to let the electricity account holder know that they will receive notifications from the portal.</p> <p>The messages themselves are intended for you, the applicant. The portal notifications are to keep the electricity account holder updated.</p> <p>24. Select the Preferred Contact method</p>	
<p>25. Enter the EC Licence No</p>	
<p>26. Enter the electrical contractor's First Name</p>	
<p>27. Enter the electrical contractor's Last Name</p>	


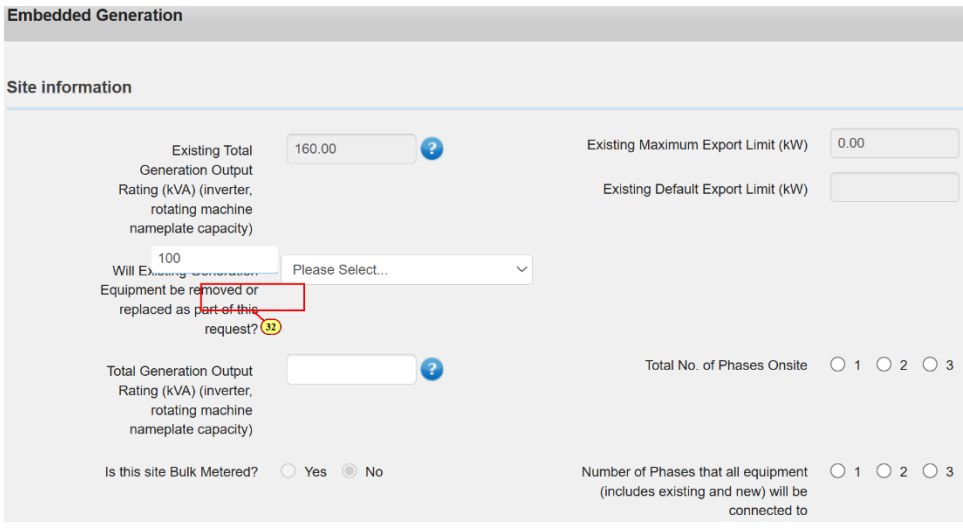
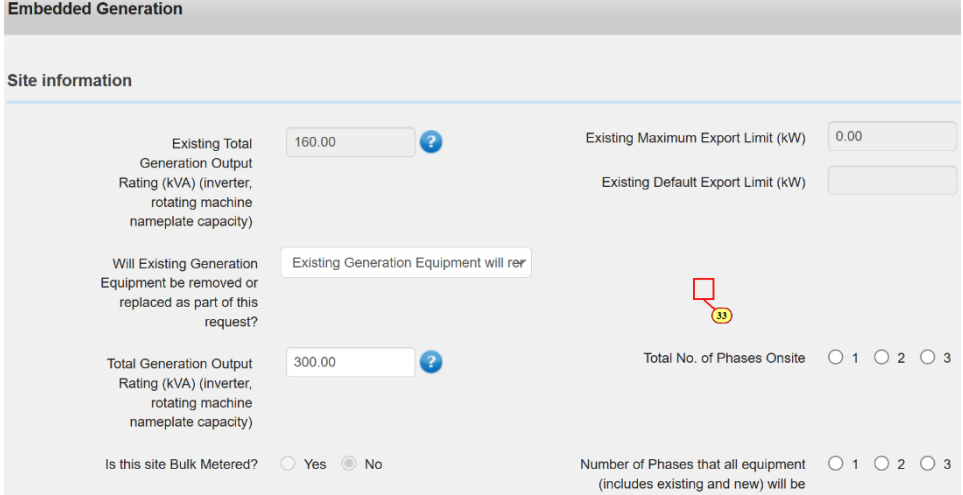
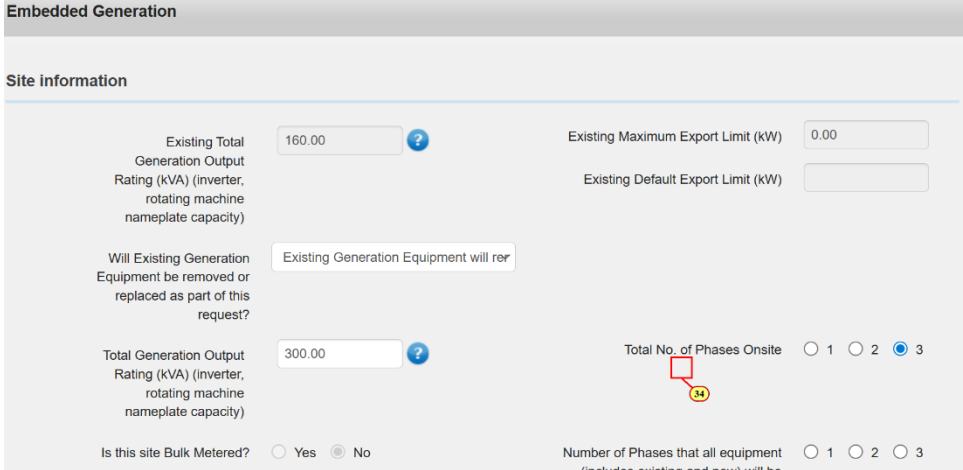
EEN_Over 30 kVA Enquiry Work Instruction



Explanation	Screenshot
<p>28. Enter the Business Name</p>	
<p>29. Enter the Mobile No</p>	
<p>30. Enter the electrical contractor's email address</p>	
<p> This option will not display if this is an initial install. It only displays where there is existing generation equipment.</p> <p>31. Advise if existing generation equipment will be removed or replaced as part of this request</p>	

EEN_Over 30 kVA Enquiry Work Instruction



Explanation	Screenshot
<p>32. Enter the total generation output rating including the remaining generation onsite</p> <p> This is the total of all inverter maximum ratings as defined in Australian Standard AS4777.</p> <p>If there is already Solar PV installed at the premises, this will be a combined total with the additional inverters selected above.</p>	
<p>33. Select the Total No. of Phases</p>	
<p>34. Enter the Number of Phases that all equipment (existing and new) will be connected to</p>	

EEN_Over 30 kVA Enquiry Work Instruction




Explanation	Screenshot
<p>35. Select if an EV Charger is installed onsite</p>	
<p>36. Select the Energy Source</p>	
<p>37. Select if the enquiry is for High Voltage</p>	

EEN_Over 30 kVA Enquiry Work Instruction

Explanation	Screenshot
<p>38. Select the Power Quality Response Mode</p>	
<p> Dynamic Export has been added as an option to the Proposed Export Limitation drop down list.</p> <p>39. Select the Proposed Export Limitation</p>	
<p> If this is a new installation, this option will not display.</p> <p>40. Select how existing generation equipment will be configured to support a dynamic connection where there is existing generation equipment.</p>	

EEN_Over 30 kVA Enquiry Work Instruction

Explanation	Screenshot
<p>41. Enter the Maximum Export Limit (kW)</p>	
<p>42. Click Add Attachments to add any relevant attachments to support your enquiry</p>	
<p> Select if you are submitting the enquiry by the process prescribed under Chapter 5A or 5 of the National Electricity Rules.</p>	
<p>43. Click Submit</p>	