

DER Systems Over 30 kVA - Enquiry and Application Process



Part of Energy Queensland

The purpose of this document is to provide guidance for applicants seeking to connect a Low Voltage (LV) Distributed Energy Resource (DER) systems greater than 30kVA at their premises.

Enquiry Process

1. Submit an Enquiry

Submit an “Embedded Generation more than 30 kVA” Enquiry form via the Electrical Partner’s portals:

[Electrical Partners Portal | Energex](#)

[Electrical Partners Portal | Ergon Energy](#)

2. SSER Fee Notification

Upon submission of the Enquiry form, an email and/or SMS will be issued indicating the requirement to pay the SSER (Site Specific Enquiry Response) fee, to progress.

3. Pay the SSER Fee

To pay the SSER fee, open the Enquiry form and select the “Pay SSER fee” button. Payment can be made online (Energex only) and/or by invoice. Where an invoice has been requested, ensure all required information including ABN/ACN (if applicable) is provided.

! **Note:** invoices are issued within 7 business days to the email address provided.

4. Review and Assessment

On receipt of the SSER fee payment, the Solar and Renewables Team will review the information provided in the form and will progress for the SSER assessment or request additional information (where required).

5. SSER Delivery

The SSER will be uploaded to the portal **within 45 business days** from the date the submission is deemed compliant and complete. This action will trigger a portal notification email informing of the completion of the Enquiry.

! **Note:** complex connections or non-standard connections may be longer.

6. Review the SSER

The SSER document is appended under the Attachments section of the Enquiry form. Review the SSER to understand the application and technical requirements.

! **Note:** the SSER is not an approval, and preliminary advice only.

DER Systems Over 30 kVA - Enquiry and Application Process



Part of Energy Queensland

Application Process

1. Progress to Application

! **Note:** You are required to submit an Enquiry first.

Locate the completed Enquiry via the Electrical Partner's portal, and within the enquiry select "Progress to Application". The application **must** be submitted with the following documentation:

- Design Compliance Report (DCR) certifying compliance of the generating system in accordance with the applicable Standards (STNW1174 / STNW3511).
- The DCR must include a cover letter and be signed by an RPEQ with the report including all required documents/information as outlined in the SSER.

! **Note:** DCR templates are available on our websites.

2. Select Payment Option

Choose the desired payment option for the application fee (refer to SSER). Where an invoice has been requested, ensure all requested information including ABN/ACN (if applicable) is provided.

! **Note:** invoices are issued within 7 business days to the email address provided.

3. Pay & Send Remittance

Pay fee and email the remittance advice to accountsreceivable@energyq.com.au

4. Application Review

On receipt of the application fee payment, the application will transition to the Solar and Renewables Team for review.

5. Basic Connection Offer (Applicable only for basic connections)

Where the connection offer type is classified as 'Basic' in accordance with our Connection Policy 2025-2030, and you have elected to 'Expedite' your application, the status of your Connection Application (CX) will transition to 'Awaiting Compliance Report'.

Where you have elected not to 'Expedite' your application, the status will transition to 'Offer' and the Model Standing Offer (MSO) will be provided to you via your portal application. The offer must be accepted within 20 business days via your portal application. Following acceptance, the CX status will transition to 'Awaiting Compliance Report'.

! **Note:** Skip directly to Step 10 to proceed with installation and compliance testing.

DER Systems Over 30 kVA - Enquiry and Application Process



Part of Energy Queensland

6. Negotiated Connection Offer

If your Connection Offer Type has been classified as '**Negotiated**' in accordance with the 'Connection Policy 2025-2030', and complete from a material perspective, the Connection Application (CX) will be assigned for the Technical Study and approval to proceed to offer.

7. Accept the Offer

The Connection Offer with the Technical Study appended, will be emailed to both the Retail Customer and Applicant for acceptance. This will occur **within 65 business days** from the date the application is deemed compliant and complete.

! **Note:** this timeframe is per the National Electricity Rules (NER).

8. Offer Execution

The offer must be executed, witnessed and the entire document returned via email to ergongeneration@energyq.com.au or energexgeneration@energyq.com.au within **20 business days**.

The returned offer will be executed and upload to the CX in the portal for your records. The CX will transition to the status of "Awaiting Compliance Report".

! **Note:** the installation and the commissioning of the system can now commence.

9. System Testing

The operation of the completed installation must be tested for compliance to the relevant Standards and Technical Requirements as outlined in the Technical Study.

10. Post-Testing Requirements

Once the testing has been completed, the system **must be switched off** at the AC isolator/s with the DC isolators being left switched on.

11. Submit Compliance Report (CR)

On completion of the tests, the RPEQ certified Compliance Report (CR) must be emailed to ergongeneration@energyq.com.au or energexgeneration@energyq.com.au **within 7 business days**.

! **Note:** All installation, testing, commissioning, and CR submission must occur within **180 days** of contract date.

! **Note:** CR templates are available on our websites.

12. Engineering Review

The Compliance Report (CR) will be assigned to our Engineering teams for review and to confirm if the system satisfies the relevant standards and requirements. A response will be provided **within 20 business days** with the approval being issued via the portal, or all feedback by return email.

DER Systems Over 30 kVA - Enquiry and Application Process



Part of Energy Queensland

13. Submit Electrical Work Request (EWR)

On receipt of the Compliance Report (CR) **approval**, the applicant is required to arrange the submission of the Electrical Work Request (EWR) within **10 business days**.

! **Note:** If the CX transitions to 'Completed' upon approval, no EWR is required.

14. Retailer Metering

The EWR will transition to the customer's Retailer, who will manage the metering requirements i.e. upgrade, reprogramming etc.

15. System Activation

The customer will need to liaise with their Retailer to confirm the metering requirements.

- If the retailer has advised that no metering change is required, the system can be turned on.
- If the retailer has advised that a meter change is required, the system can only be turned on once these changes have occurred.

Important Compliance Notice

You must ensure the generating system is not interconnected to Ergon Energy Network or Energex's distribution network in any way until Ergon Energy Network or Energex are satisfied the installation complies with the "Standards for Connection of Embedded Generating Systems (>30 kVA to 1,500 kVA) to a Distributor's LV Network".

Interconnection without such consent may attract penalties under clause 28(1) of the Electricity Regulation 2006 (Qld). In addition, such a non-compliance could also result in the obligation upon Ergon Energy Network or Energex to connect the relevant premises ceasing, thus entitling Energex to disconnect the relevant premises (being the entirety of the site).

Further Information

Visit our websites for more information on DER system connections, including applicable fees, templates, and process documentation:

[How to connect - Larger systems over 30kVA | Energex](#)

[How to connect - Larger systems over 30kVA | Ergon Energy](#)

Should you require further assistance, please reach out to our team at ergongeneration@energyq.com.au or energexgeneration@energyq.com.au