



Major Customer Connection Application Form

For the Connection of Load ≥ 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 application 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).

2. APPLICANT DETAILS

***Application 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**

***Company Name** (not trading name)

***Phone Number** **Mobile Number**

***ABN** (If applicable) **ACN** (If applicable)

***E-mail**

***Postal Address**

Postal City **Postal State** **Postal Postcode**

2.2. Authorised Agent Details

Type of Agent Consultant Builder Electrician

Contact Name

Company Name (If applicable)

***ABN** (If applicable) **ACN** (If applicable)

***Phone Number** **Mobile Number**

E-mail



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*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

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			



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* 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"/> MVA
		Size		<input type="checkbox"/> MW <input type="checkbox"/> MVA
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.
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Registration Reference (where applicable)	
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Existing Generation On Site?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Existing Technology	<input type="checkbox"/> Rotating Machine <input type="checkbox"/> Inverter Energy System (IES) <input type="checkbox"/> Hybrid (multiple technologies)
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Existing Capacity		kVA	<input type="checkbox"/> Non-export <input type="checkbox"/> Full export <input type="checkbox"/> Partial export	Export		kW
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Total Generation Proposed		kVA	Multiple technology / generation types	<input type="checkbox"/> Yes <input type="checkbox"/> No
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<u>Proposed Systems</u>	<u>Proposed Type</u> (Rotating Machine or Inverter Energy System IES)	<u>Proposed Energy Source/s</u> (e.g. Diesel, Wind, PV, Biogas, Battery)	<u>Proposed # of units</u>	<u>Proposed Size</u> (kVA)	<u>Proposed Capacity</u> (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
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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)
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Parallel – Non-export

- i.e. connects to and synchronises with grid for extended periods, but no power is exported to the grid

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 below has been attached to this form

For load connections

Please provide details of your requirements and the specifications of the facility to be connected. Clearly identify if any requirements or details differ from those that were advised to us at the Enquiry stage and/or are additional information requested as part of the Technical Assessment.

For generators < 5 MVA seeking application to connect

Please refer to our Application checklist, located on our website by Class (refer to Technical Assessment for Class information) for details of the supporting documentation to be provided:

[Application Checklist - Class A1](#); [Application Checklist - Class A2](#); or [Application Checklist - Class B](#)

For generators ≥ 5 MVA seeking application to connect

Please refer to our Application checklist, located on our website by Class (refer to Technical Assessment for Class information):

[Application Checklist and GPS Issues Register EGs Over 5MW Under 5.3A](#)

9. ACKNOWLEDGMENTS

9.1. Retail Customer / Embedded Generator Acknowledgement

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

Offer Date

For a connection under Chapter 5 - Typically Generators > 5 MVA

In accordance with the energy laws, Ergon Energy Network must provide an Offer to Connect to the embedded generator/registered participant within a certain timeframe of receiving a complete Application to Connect, with that offer to include the applicable performance standards and any system strength remediation requirements (where applicable). To enable us to properly prepare an Offer to Connect, the Registered Participant/ Generator acknowledges and agrees that we will provide an Offer to Connect by the later of the following dates:

- four months from the date on which we received a complete Application to Connect;
- where the project will not meet the automatic access standards, 20 business days from the date on which all relevant negotiated access standards have been agreed under rule 5.3.4A for inclusion in the connection agreement; and
- where a system strength remediation scheme has been proposed, 20 business days from the date on which that system strength remediation scheme has been agreed under rule 5.3.4B for inclusion in the connection agreement.



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For a connection under Chapter 5A - Load Connections ≥ 1 MVA, or Generators > 30 kVA but < 5 MVA

In accordance with the energy laws, Ergon Energy Network must provide a connection offer to the Retail Customer within a certain timeframe of receiving a complete application for connection (including all information reasonably sought by Ergon Energy). To enable us to properly prepare a connection offer, the Retail Customer acknowledges and agrees that we will provide a connection offer by the later of the following dates:

- 65 business days from the date on which we received a complete application; and
- 20 business days from the date on which all relevant technical requirements have been determined for inclusion in the connection agreement.

Connection Assessment

The Retail Customer / Generator acknowledges and agrees:

- Ergon Energy Network processes connection applications in accordance with the negotiated connection process prescribed in the NER.
- Each connection application 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 applications 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.
- 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 Application 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 Application 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:

_____	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 Application Form.

I/We acknowledge and agree that:

1. 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;
2. 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;
3. 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;



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4. 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

5. 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.

<hr/> Signature of Retail Customer/ Generator	Name	
	Position	
	Date Signed	
<hr/> Signature of Authorised Agent	Name	
	Position	
	Date Signed	

10. NOTES

You will receive a reply from Ergon Energy Network acknowledging your application within 10 working days of receipt. This reply will normally be sent via e-mail and will detail any missing information required before the application can be presented to a Major Customer Project Sponsor. Failure to provide this information will result in your application being placed 'on hold'.

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

Your application 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>.

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