Electrical Partners Portal Connect Application

User Guide – April 2021

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What is a Connect Application?

A Connect Application is a request to Ergon Energy Network to connect a customer's premises to our electricity network, or to alter an existing connection.

The customer (or representative, e.g. you) must submit a Connect Application and accept our Offer for delivery of the works before we can connect them.

The current requirements came into effect for Queensland on 1 July 2015 under the National Energy Customer Framework.

When is a Connect Application needed?

A Connect Application is needed for all new connections and some types of connection alterations. Refer to Which EWR needs a Connect Application for more detailed information.

If a Connect Application is required, the customer must accept our Offer and the Connect must be linked to the matching Electrical Work Request (EWR) in the Portal before their works can proceed.

If a new National Metering Identifier (NMI) is needed for the customer's premises, it will be created once the Connect Application is submitted and our Offer has been accepted.

If your EWR will require a Connect Application, you'll have to link to it in the Portal. Therefore, it's best to ensure the Connect is in the Portal first.

How do customers arrange a Connect Application?

A customer can arrange a Connect Application and accept our Offer several ways:

- They can call us on 13 74 66 to arrange it over the phone*
- They can apply online via our Customer Self Service*
- They can ask their Electrical Contractor to create it and accept our Offer on their behalf in the Portal (called an 'expedited' Connect, for Basic Connection Services only)

*If the customer calls us, we will create the Connect Application in the Portal. If they apply online themselves, they will need the details of their connection/alteration, e.g. amps, phases, lot no., plan no., etc.

Which EWR work requests require a Connect Application?

The Portal will assess your EWR and determine if it needs a Connect Application.

When you save your EWR and click Next>>, the next screen will show if a Connect Application is needed for the works and if one already exists in the Portal.

You can't complete the submission of your EWR in the Portal until the required Connect Application has been found and linked.

The types of EWR work requests that require a Connect Application include:

- Supply Upgrade (incl. Installation of additional phases)
- Add Additional Shop / Unit to Existing Site (New NMI Required)
- Primary Fuse Upgrade
- Permanent Supply
- Temporary Builder's Supply
- Provision of Unmetered Supply
- Overhead Point of Attachment Relocation (incl. Drop and re-erect of service)
- Change from Overhead to Underground
- Relocate Underground Mains to same Pillar Box
- Embedded Generation (e.g. solar)

Refer to Which EWR needs a Connect Application for more detailed information.

What if my EWR requires a Connect Application but it's not in the Portal?

If we haven't received the customer's Connect Application request and their acceptance of our Offer, we will not have created it in the Portal.

The quickest solution is for you to get their authorisation to create the Connect Application and accept our Offer in the Portal yourself. This is called an 'expedited' Connect (for Basic Connection Services only).

This User Guide explains how to create a Connect Application and search for one in the Portal.

NEED TO KNOW

Your Connect type needs to match your EWR type, or you won't be able to link them in the Portal. Refer to Which EWR needs a Connect Application for more detailed information.

IMPORTANT

If you create and elect to expedite the Connect Application on the customer's behalf in the Portal, you are accepting our Offer and any **Ergon fees for the works**. If you want to pass these fees on to the customer, ensure you discuss it with them first.

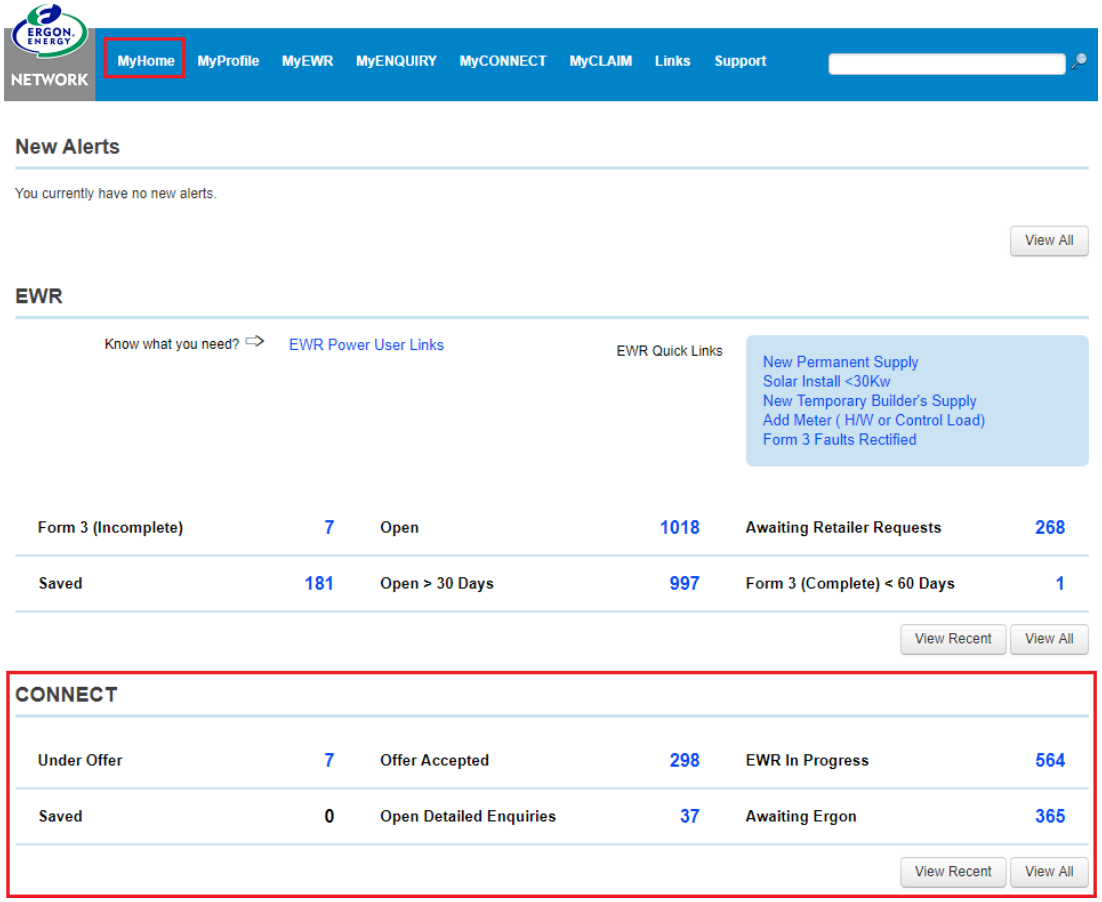
How to create a new Connect Application

Registered Portal users can submit Connect Applications in our Electrical Partners Portal.

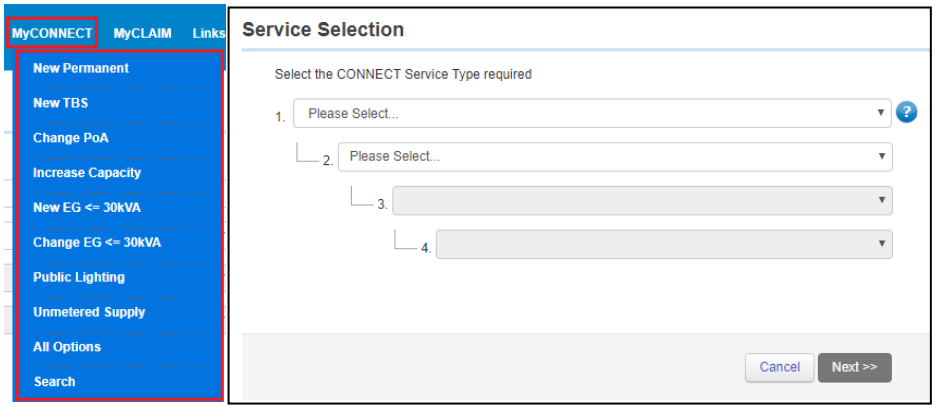
IMPORTANT

If you haven't yet registered for the Electrical Partners Portal follow the instructions in our How to Register User Guide.

Your **MyHome** screen will show you a summary of all your Connect Application work requests.



To submit a new, Connect Application, hover over the **MyConnect** menu. You can choose a quick selection or choose 'All Options' to fill in your selections manually.



Service Selection Types

New Connection
This service type should be used for a property that has never been connected to the network before or if you need to move a construction supply to a permanent location (and vice versa).

Under this service type you have two options:

- Construction (BTS) Position
- Permanent Position

If you need to move a BTS to Permanent (or the reverse) you will need a new NMI. You can use the Connection Application as your indication one is required *(see Premise/Address Search)*

Change an Existing Connection
This service type should be used if you are making any changes to an existing supply (either Temporary or Permanent) including increase in phases or supply.

Under this service type you have five options:

- Change to the number of Phases at the Premises
- Increase in Existing Connection Capacity
- Change of Supply Type
- Change to the Point of Attachment
- Change to BTS Location

Provision of Unmetered Supply
This service type should be used if you are contracted to do works for a company or Government body that requires unmetered supply (e.g. streetlights, NBN, etc.).

Under this service type you have Three options:

- Installation of a Watchman's Device
- Increase in Existing Connection Capacity (UMS)
- Provision of Un-Metered Supply

Public Lighting
This service type should be used if you are contracted to do an installation of new/additional public lighting.

Requesting non-domestic load control

An Electrical Contractor (EC) or applicant can lodge a request for non-domestic load control via the Electrical Partners portal by lodging either a New Connection or EWR, depending on the customers circumstances.

The following network tariffs are considered non-domestic load control tariffs:

- Small Business Primary Load Control (BPLC) **Equivalent Retailer Tariff 34**
- Large Primary Load Control (LPLC) **Equivalent Retailer Tariff 60A**
- Large Secondary Load Control (LSLC) **Equivalent Retailer Tariff 60B**

When to submit an:

EWR	Connect Agreement
Existing customers who wish to forfeit their existing Primary/General supply network tariff/s OR Existing customers wishing to request **the Large Secondary load** control tariff – LSLC (60B)	Customers who wish to retain their existing Primary/General Supply network tariff/s AND add another connection to take advantage of the Primary Load Control tariff options. An EWR will also be required

How to lodge a New Connection request for non-domestic load control

1. Select the relevant Service Selection:
    - **New Connection**
        - Provision of New Network Connection (No Existing Service) > Permanent Position
    - **Change to an Existing Connection**
        - Increase in Existing Connection Capacity or Change of Supply Type
2. Complete the New Connect Form as required:

    It is important that the AS3000 Maximum demand field is completed accurately to ensure the request is assessed appropriately.

    Non-domestic load control is selected in the following sections:

        - Connection or Change Details section (dependent on the service selection used)

    Select **Yes** to request non-domestic load control (Primary load control or Large Secondary load control)
3. Complete the declaration and submit the Connect.

How to lodge an EWR to request non-domestic load control

1. Complete the EWR as required
2. The new non-domestic load control tariffs are only available to ***Business*** customers; therefore, the non-domestic load control tariffs are only available if the **Installation Type** = ***Business***
3. Select the button **Select Tariff Code(s)**

    Choose the desired tariff – a warning message will appear to confirm the applicant is aware of the tariff's constraints.
4. Complete the remainder of the form and submit.

Embedded Generation (Including Solar)
This service type should be used when you are installing or changing an embedded generation device on a premise.

Under this service type you have three main options (for more detailed information refer to 'Embedded Generation Service Selections'):

- Initial Installation
- Increase Capacity
- Replace Current Inverter (No Increase of Capacity)

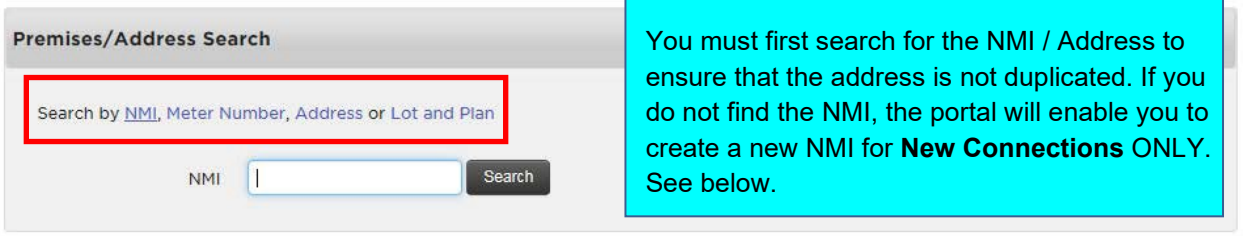
These three options have sub-categories under them to reflect if the installation is for inverter, battery, or panel changes.

For some actions you may be asked to then choose if your installation is for ≤30kVA or >30kVA.

Premises/Address Search

To locate the correct premises faster, you can search either by:

- NMI - National Metering Identifier
- Meter Number
- Address
- Lot and Plan



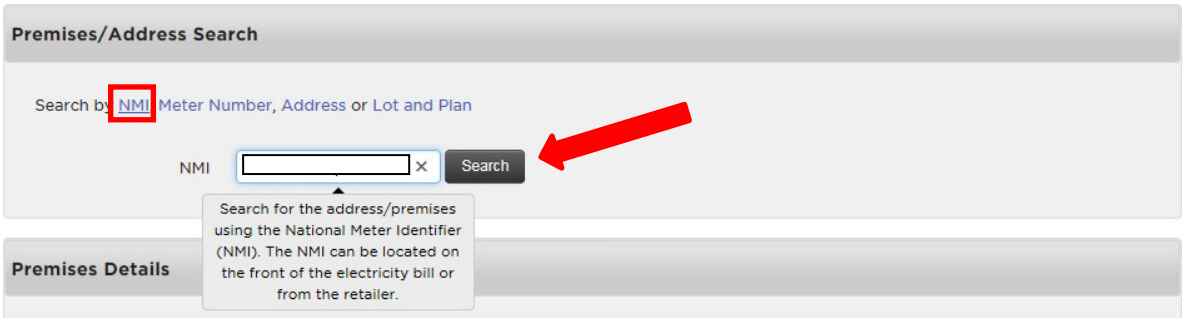
NEED TO KNOW

You must first search for the NMI / Address to ensure that the address is not duplicated. If you do not find the NMI, the portal will enable you to create a new NMI for **New Connections** ONLY. See below.

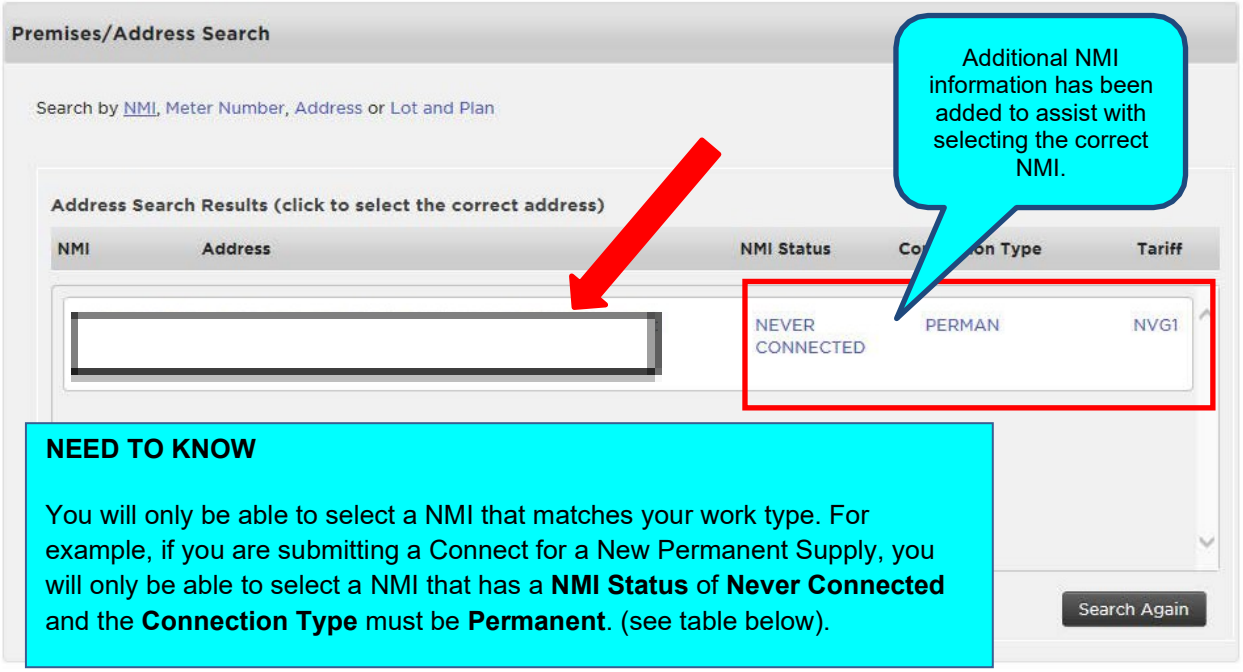
Search by NMI

The NMI is a 10 or 11 digit number that identifies the premises and is usually found on the front of a customer's electricity bill.

1. Click on the NMI link, enter the customer's NMI and click Search.



2. If the address displays**, select it** to automatically complete the Premises Details in the next section.



NEED TO KNOW

You will only be able to select a NMI that matches your work type. For example, if you are submitting a Connect for a New Permanent Supply, you will only be able to select a NMI that has a **NMI Status** of **Never Connected** and the **Connection Type** must be **Permanent**. (see table below).

If you are submitting a Connection Application for a **New Connection** and there are no matching results,

click on **NMI creation required.** Alternatively, click on **Search Again.**

NMI Status	Definition
NEVER CONNECTED	The NMI has not yet been published to the National Electricity Market and has not been connected.
GREENFIELD	The NMI has been published to the National Electricity Market but has not yet been Connected.
ACTIVE	The NMI has been connected to the electricity network.
DE-ENERGISED	The NMI has been temporarily disconnected from the network. EWRs can still be submitted on these NMIs.
EXTINCT	The NMI has been permanently disconnected from the network and all Ergon Energy and metering assets have been removed. EWRs cannot be submitted on these NMIs.

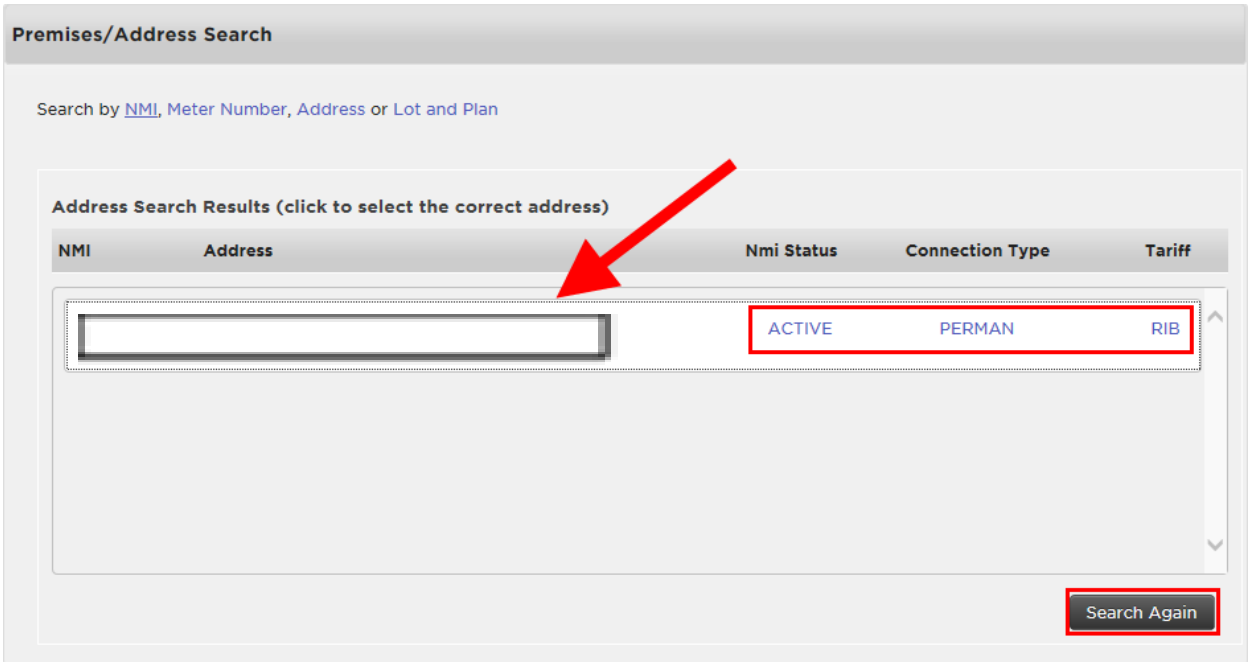
Connection Type	Definition
PERMAN	Permanent Supply
TEMPOR	Builder's Temporary Supply
UNMTSU	Un-Metered Supply
CMTY	Community Supply
LIGTNG	Lighting – public or streetlight supply
MULCON	Multi Connection – can be listed for units
OTHER	Can be used if Connection Type is Unknown

Search by Meter Number

You can search for a premise by entering the meter number.

1. Click on the **Meter Number link**, enter the **meter number** and click **Search.**

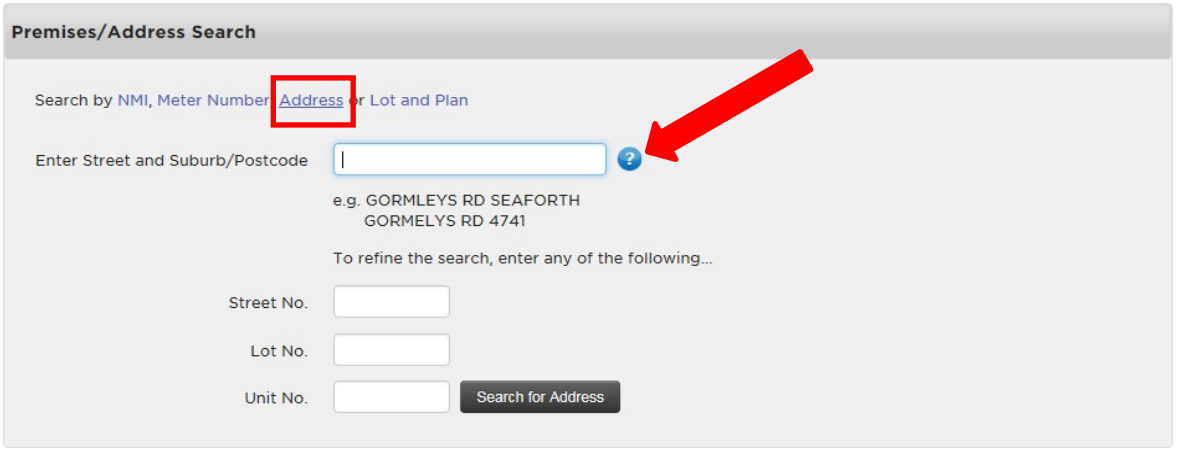
2. If the correct address displays, **select it** to automatically complete the Premises Details in the next section. If there are no matching results, click on **Search Again** or for a New Connection, click on **NMI creation required**.



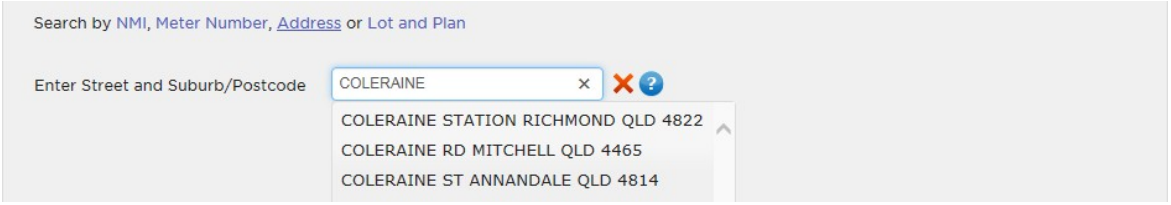
Search by Address

You can search by address by entering as much information as you have on the premises. You can search by **street, suburb or postcode** and refine the search by adding the **street type, lot or unit number.**

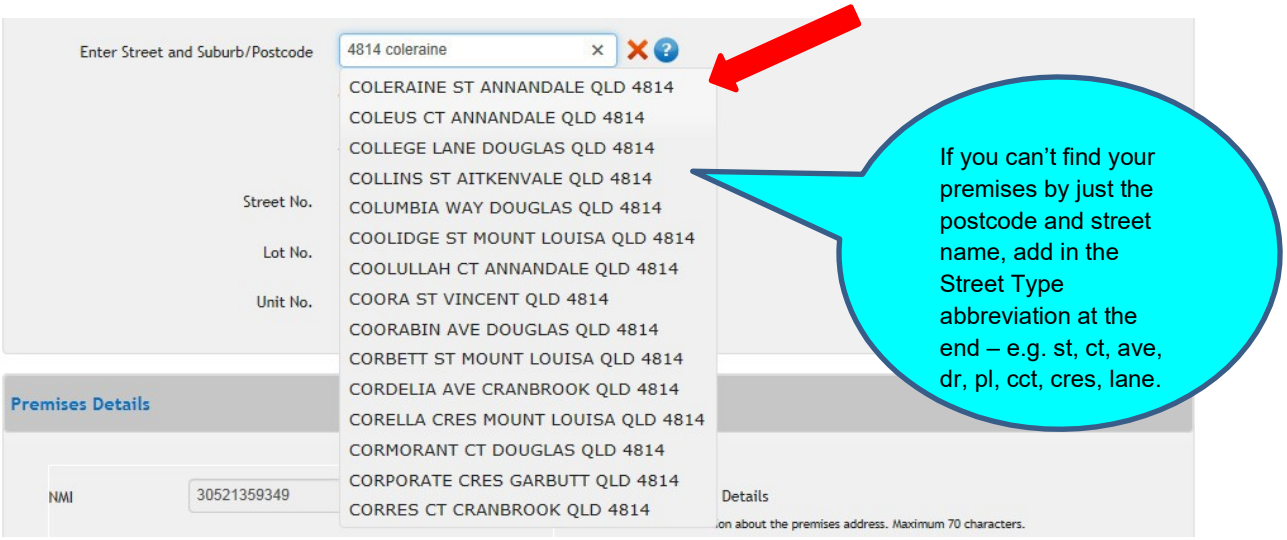
1. Click on the **Address link**. There are several ways that you can search for the premises in the **Enter Street and Suburb/Postcode** field. Let's look at the options for searching on the address 20 Coleraine Street, Annandale 4814.



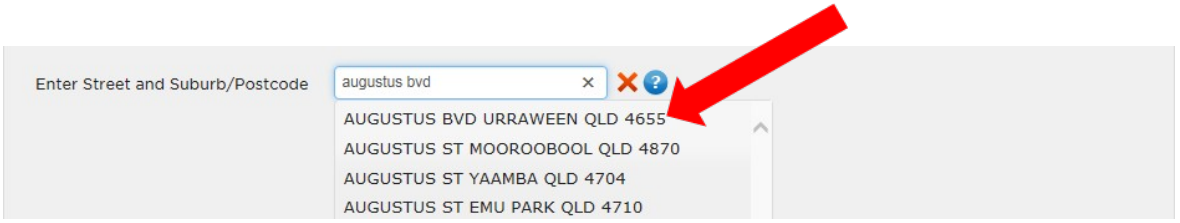
2. You can just type in the **street name,** e.g. coleraine. Then **select** the correct address from the list.



3. Or you can type in the **postcode and street name**, e.g. 4814 coleraine. Then **select** the correct address from the list.



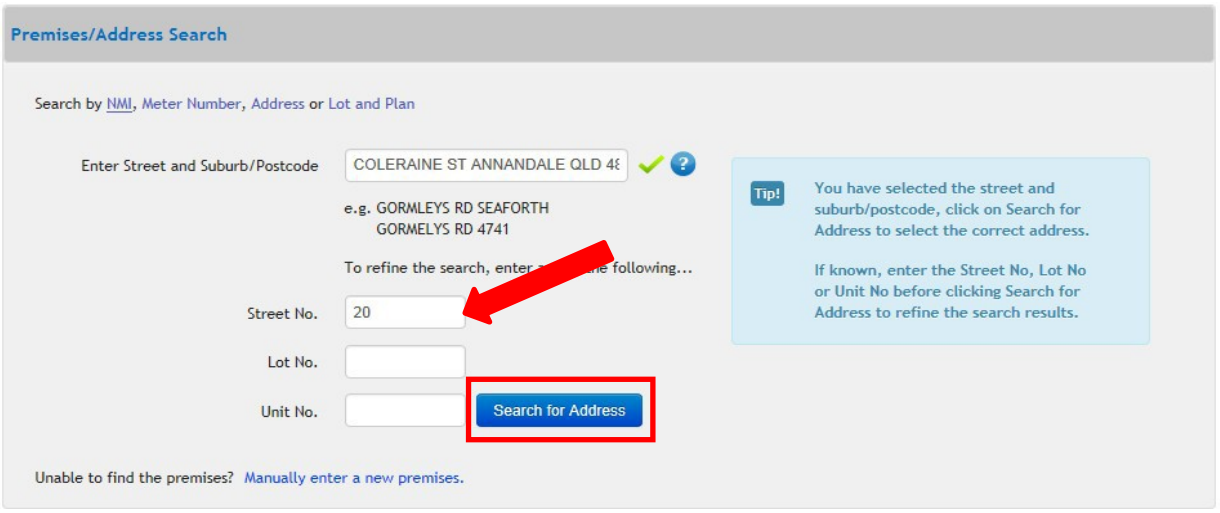
4. Or you can type in the **street name and suburb**, e.g. Augustus Bvd Urraween. **Select** the correct address from the list.



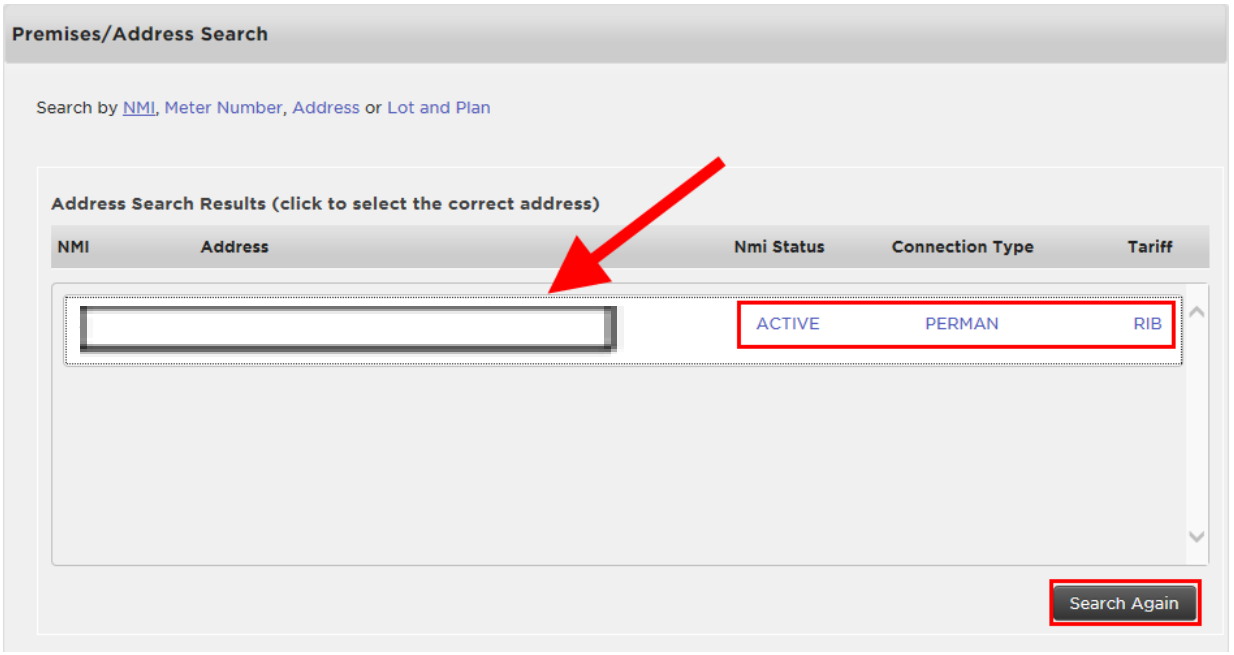
NEED TO KNOW

The more characters of the street or suburb that you type into the search area, the more refined your results will be. If you are unsure of the spelling of the street or suburb, type in the postcode or the first three characters of the street or suburb to help you find the correct premises.

5. After you select the correct address, next fill in the **Street No, Lot No and/or Unit No** if you have those details. Click **Search for Address**.



6. If the correct address displays**, select it** to automatically complete the Premises Details in the next section. If there are no matching results, click on **Search Again** or for a New Connection click on **NMI creation required**.



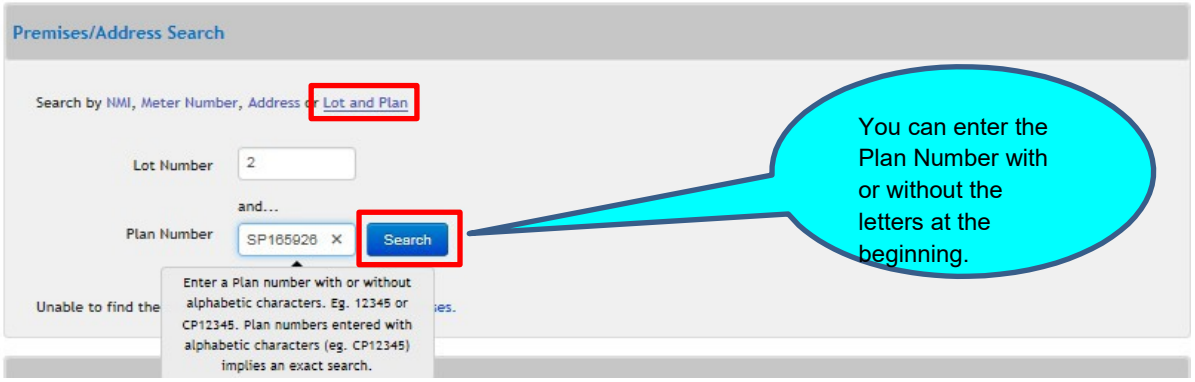
NEED TO KNOW

If you have more than one search result returned, look for the correct address using the scroll bar on the right hand side (if needed), and click on the address to automatically complete the **Premise Details** (next section) for you.

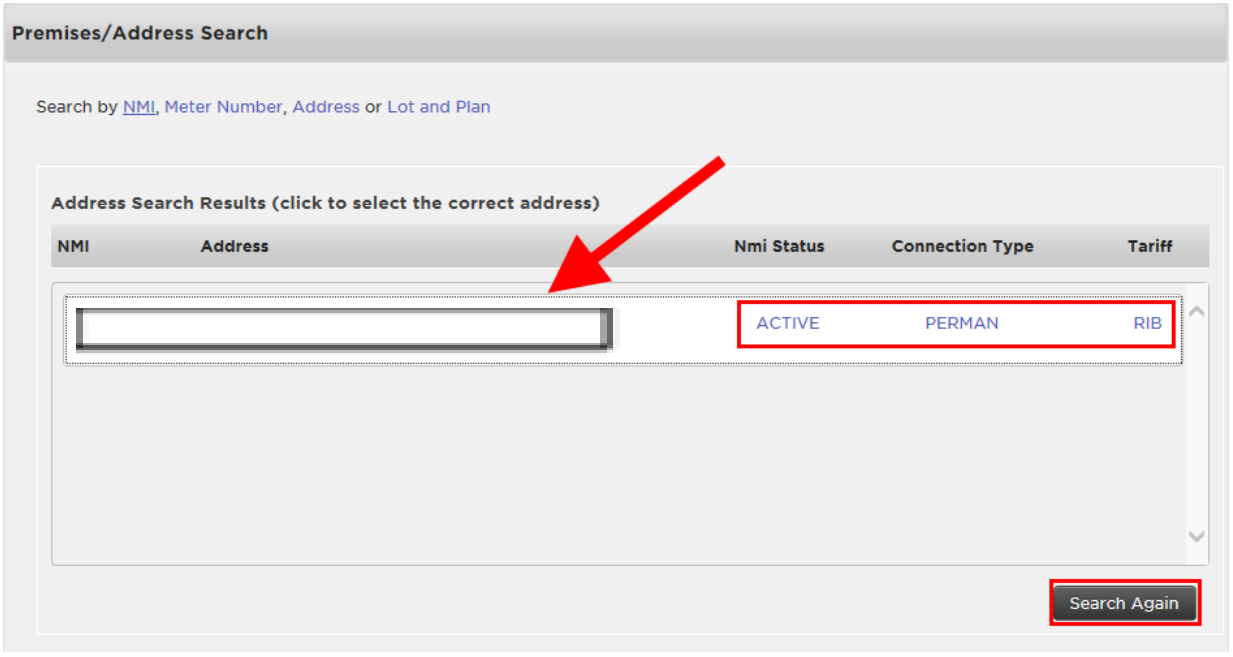
Search by Lot and Plan

You can search for a premise by entering the Lot Number and Plan Number - **both** must be entered to return search results.

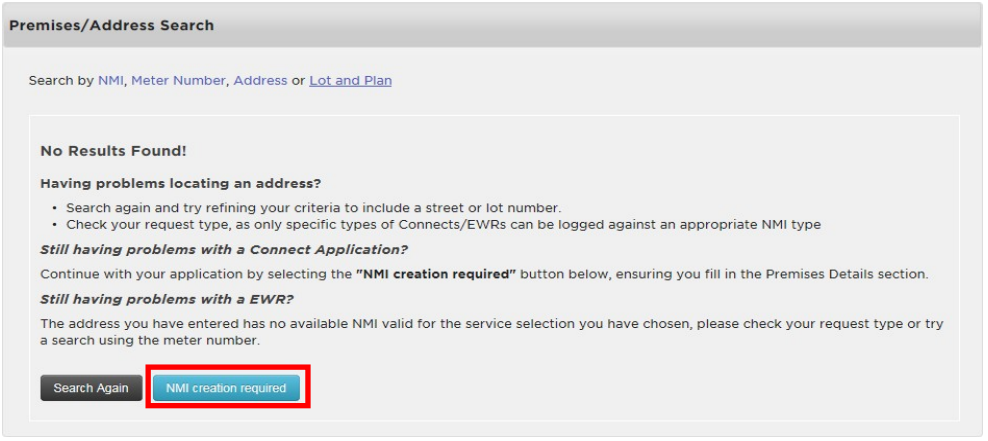
1. Click on the **Lot and Plan** link. Enter the **Lot Number** and **Plan Number** and click **Search**.



2. If the correct address appears, **select it** to automatically complete the Premises Details in the next section.

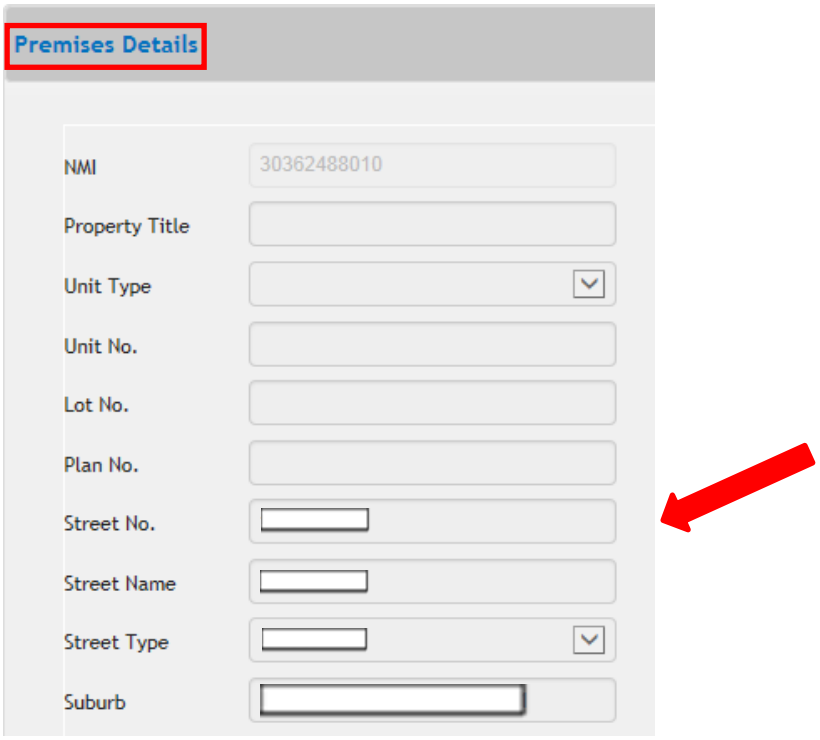


3. If the premises can't be found, click on **Search Again** or for a New Connection, click on **NMI creation required.**



Premises Details

Once you have selected the correct address from **Premises/Address Search** section, you will notice that this information has automatically completed the **Premises Details** for you. Just check the details to ensure they're correct.

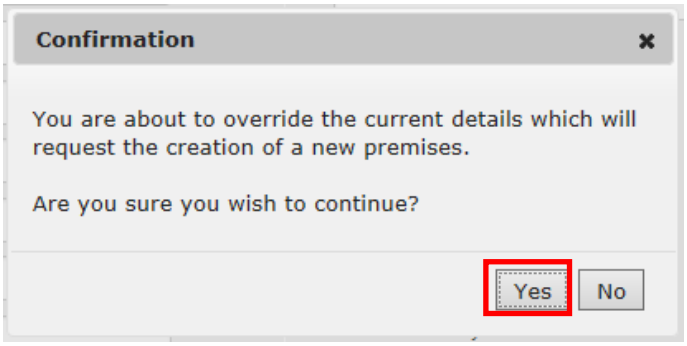


NMI Creation Required

If you didn't find the correct address in the **Premises/Address Search** section, this means it may be a **new connection** to our electricity network and the premises is not yet set-up in our Portal.

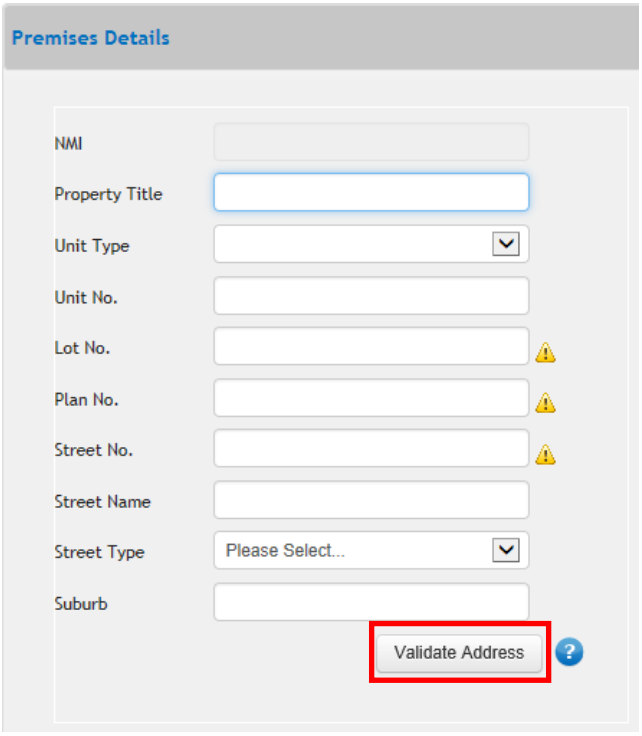
You need to **manually enter** the premises details.

1. After clicking on **NMI creation required**, if you see this message below, click **Yes.**



2. Fill in the premises fields and click the **Validate Address** button. For best results, enter the Lot and Plan and Street Name. Plan number must include all Alpha and Numeric characters.

   Any details from your search will be automatically populated.



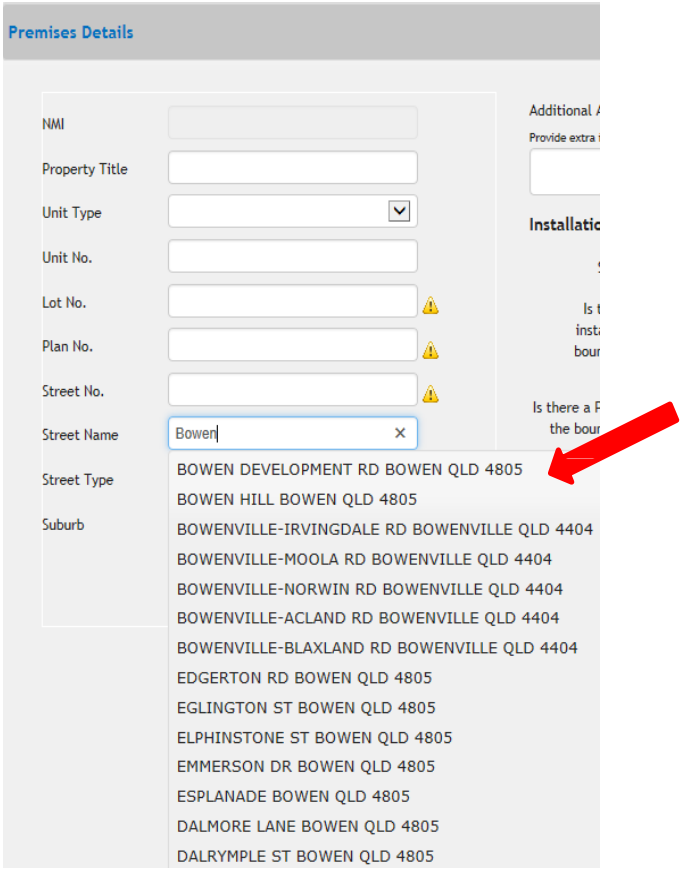
NEED TO KNOW

You can Save and close your CONNECT at any time.

You do not need to complete all the details before you can **Save**.

Once you click on **Save** you will receive a pop-up box to add in comments (this is optional) on why you are saving the CONNECT before submitting it.

If you type in a **Street Name**, the Portal will show you a list to select from.

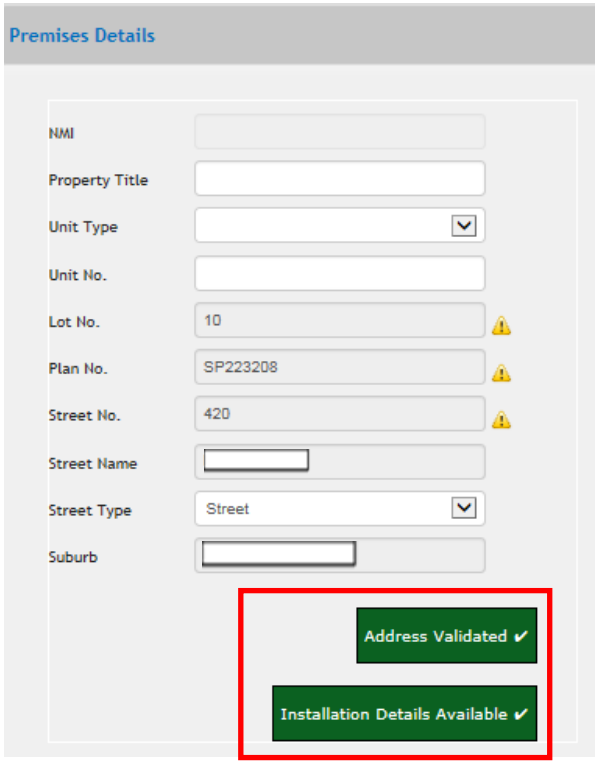


3. The Portal will check our databases to validate both the **Premises Address** and the

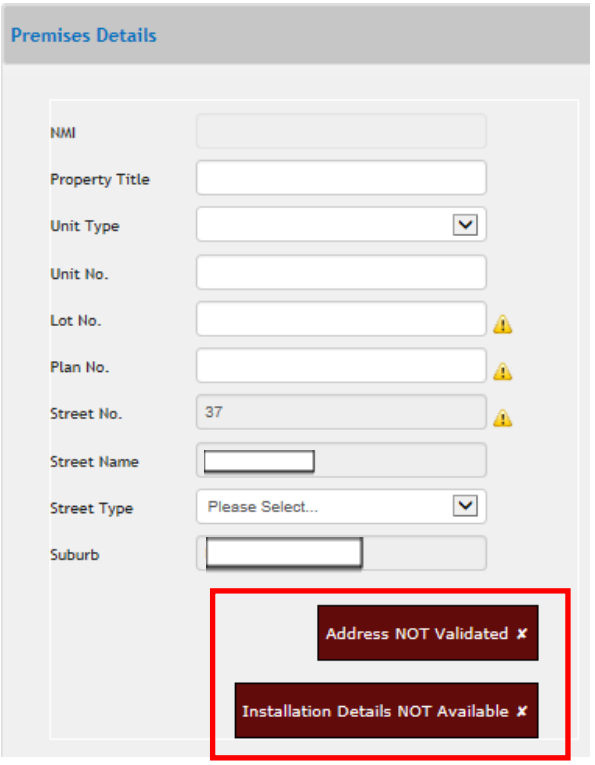
Installation Details. The following examples show what the various types of validations.

Note: Don't worry if the details are not validated - no further action is required by you and the form will still submit.

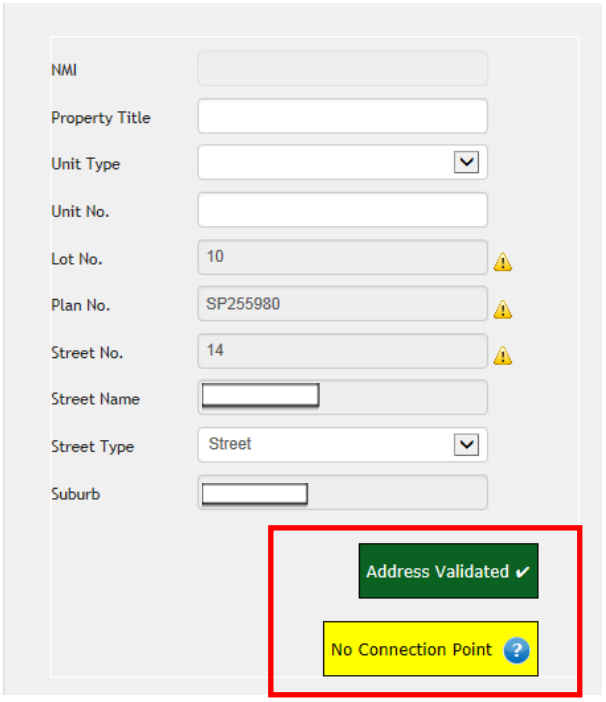
Both validated



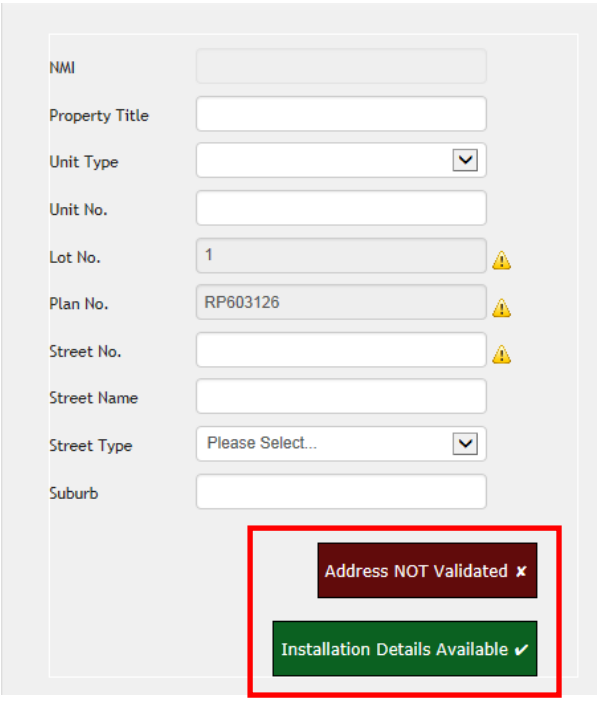
Neither validated



Address only validated



Installation Details only validated



Additional Address and Installation Details – New Connections

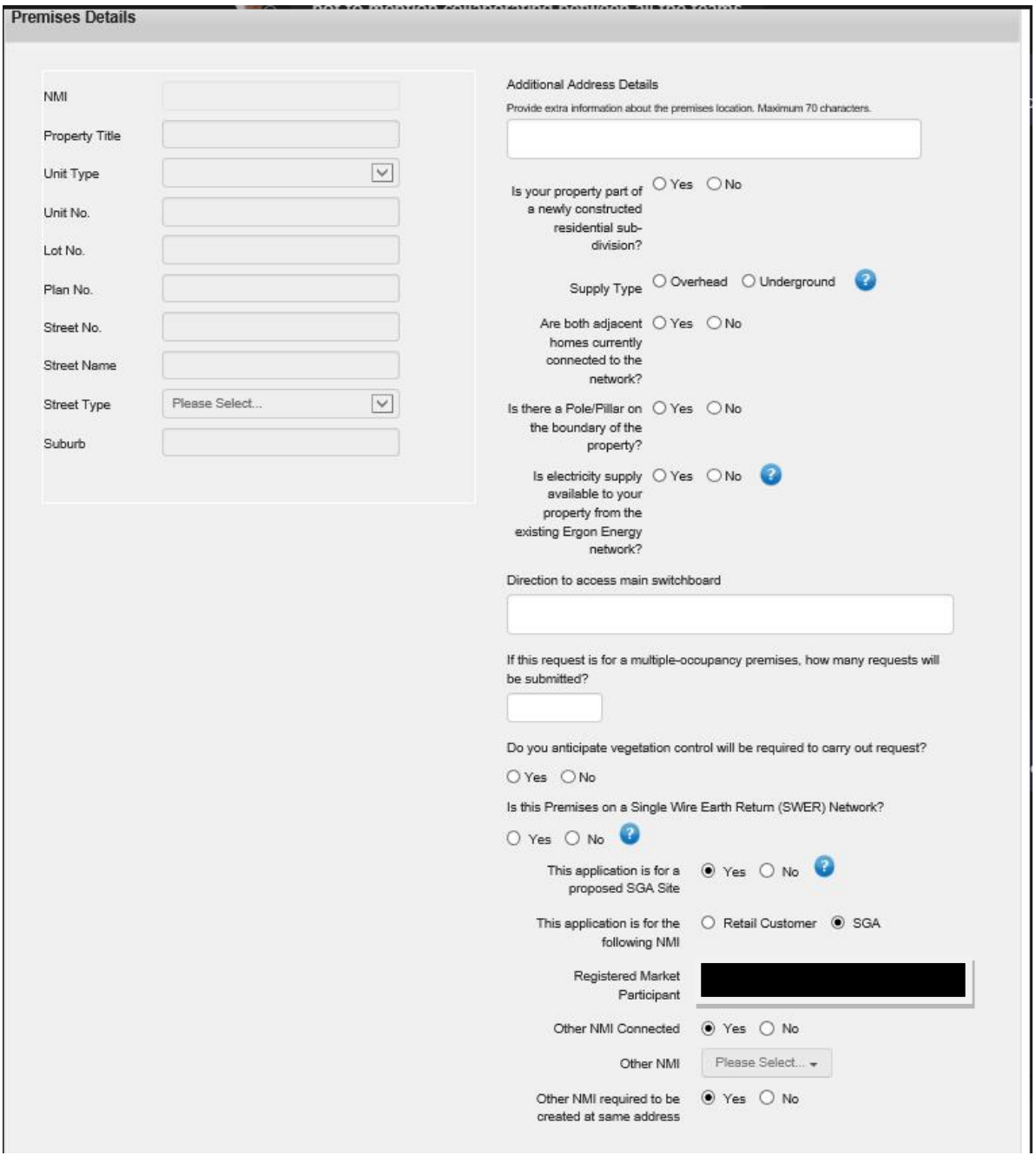
The next step is to complete the fields on the right for **Additional Address Details** and **Installation Details** (read more below). Address must be validated before proceeding to avoid loss of information further on in your connection application.

Additional Address Details

Enter in any information to help locate the premises. This field is optional. You have a maximum of 70 characters.

Installation Details

Information on **Supply Type, Property Pole, Pillar Box** and **Network Availability** may be automatically completed for the premises based on what was validated in the database. All fields must be completed so fill in any blanks.



Direction to Access Main Switchboard

Enter in any information about the location of the main switchboard. This field is optional. You have a maximum of 40 characters.

Multiple-Occupancy Premises

If the request is for a multi-unit or body corporate site, enter in the number of Connect Application requests that will be submitted for this work. This will assist the Retailer to submit their request and the scheduling of the work by us. This field is optional.

Vegetation Control

Select **Yes** or **No** to advise if vegetation control is required. This field is mandatory.

Single Wire Earth Return (SWER)

Select **Yes** or **No** to advise of a SWER Network. This field is mandatory.

Note: Depending on your selections, slightly different fields may display.

This Application is for a proposed SGA Site

Select Yes or No to advise if site is Small Generator Aggregator or not. This field is mandatory.

- No is the default selection, and other related fields will be not be visible
- If Yes is selected, the following field will appear:

This application is for the following NMI

- If selecting Retail Customer, go to Other NMI Connected
- If selecting SGA, go to Registered Market Participant

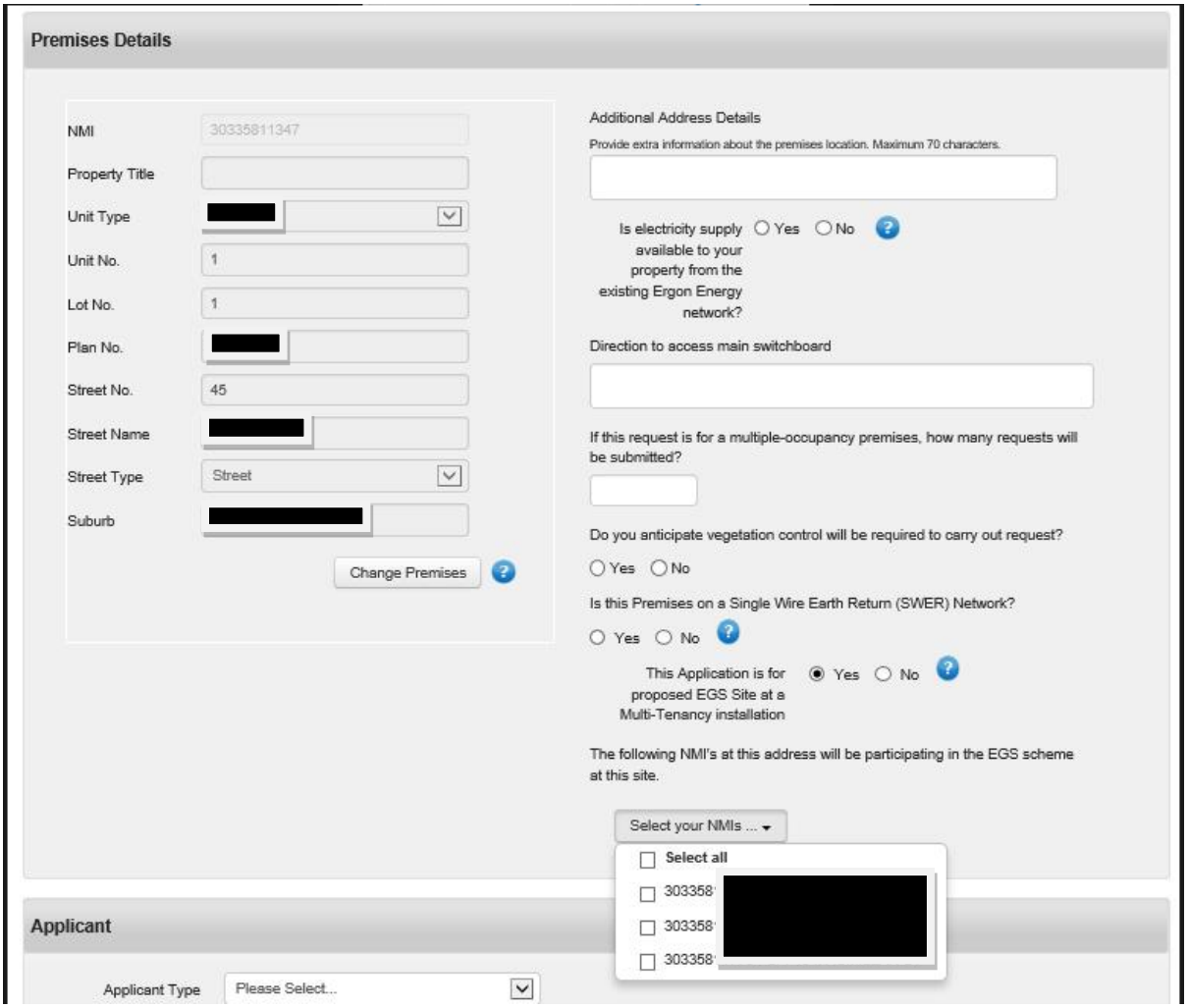
Registered Market Participant

From the drop-down list, select the relevant registered SGA Market Participant for the site.

Other NMI Connected

This field is optional. Please enter the related NMI in the Additional Location Information field, just below the Suburb field.

Additional Address and Installation Details – Embedded Generation



For Embedded Generation applications Additional Address and Location Details are similar to a New Connection applications, except there is no option to select an SGA or Retailer NMI; However, there are new fields to advise if the premise is for Embedded Generation Sharing (EGS) at a Multi-Tenancy installation.

This Application is for proposed EGS Site at a Multi-Tenancy installation

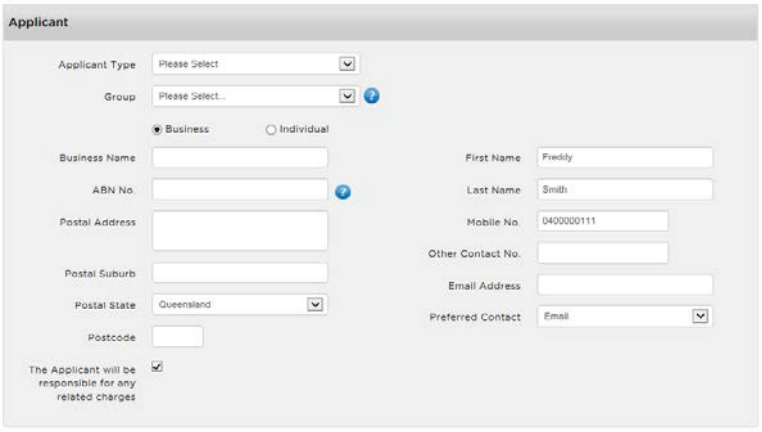
If this is the primary NMI where the solar sharing device is installed, select Yes.

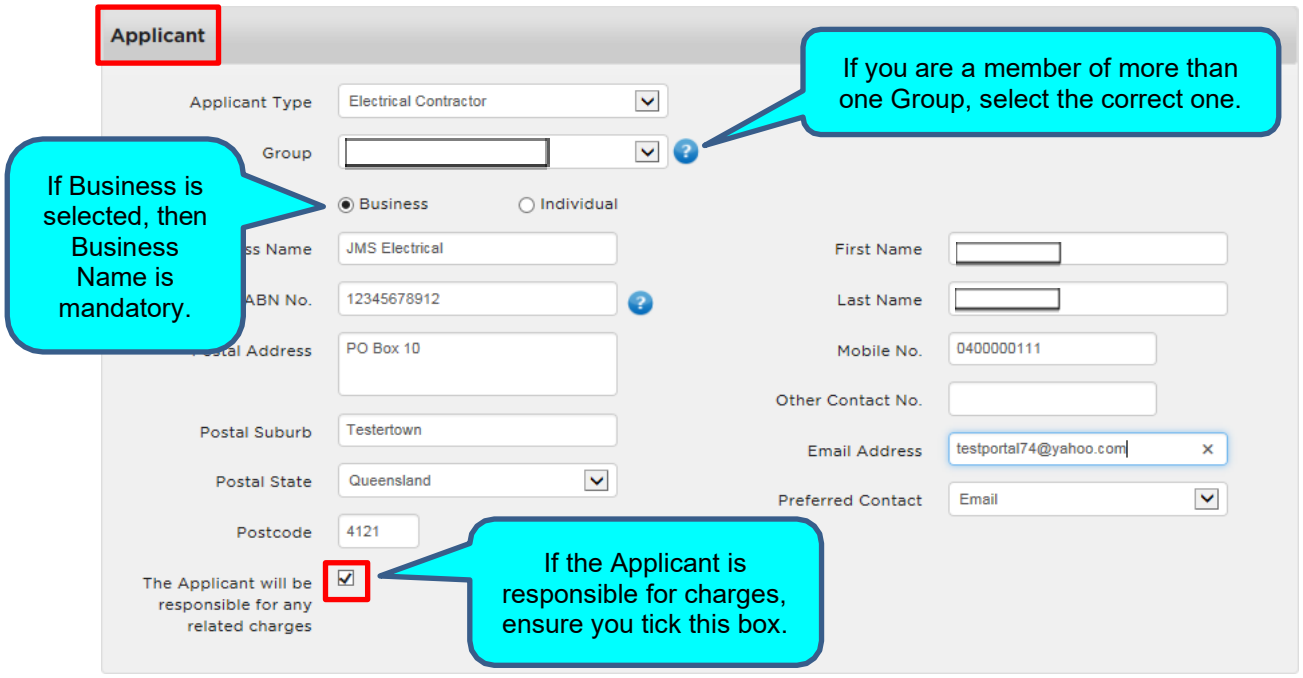
If you select Yes, drop down the NMIs related to the same multi-tenancy installation (these will auto-populate) and select the relevant NMIs, which are participating in the EGS scheme at this site. These can be selected individually, or via a Select All option

Applicant

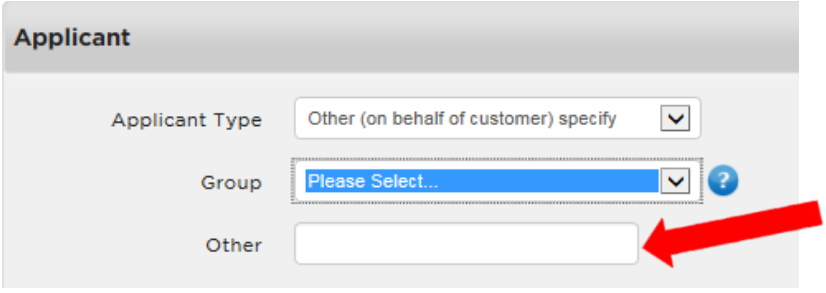
The next section to complete is the **Applicant** section. These are **your details**, the person filling in the Connect form. Complete all fields.

Some fields will automatically fill-in with the details you registered with.





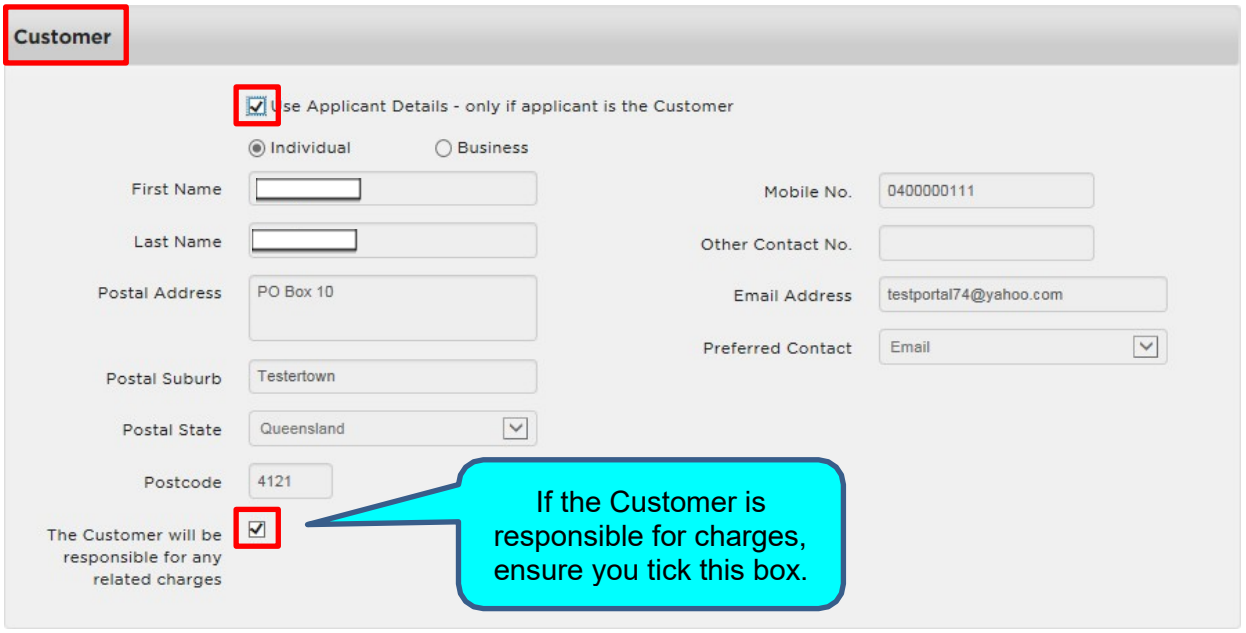
If you select Applicant Type of **Other**, you need to specify your Applicant Type in the **Other** field that displays.



Customer

The next section to complete is the **Customer** section – which is the person who requires the connection or alteration works done at their premises. Complete all fields.

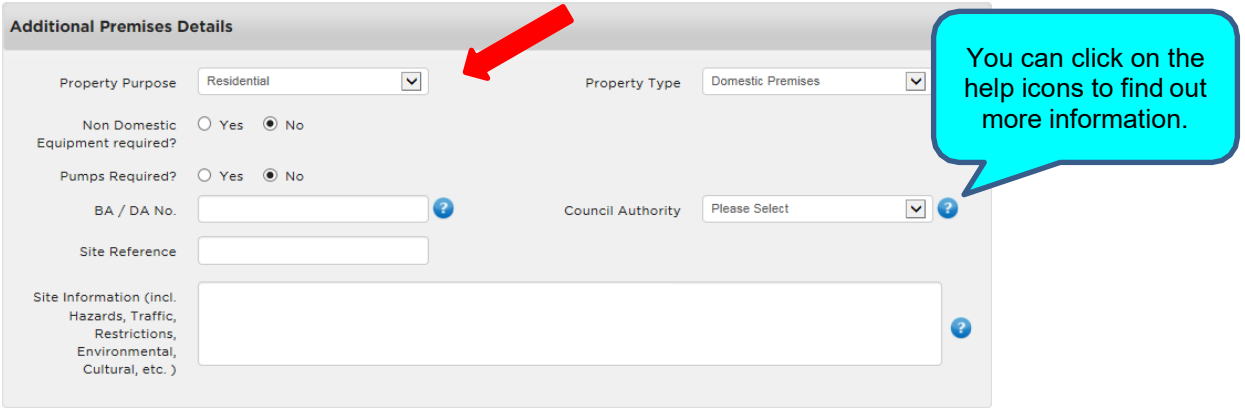
If the Applicant and the Customer is the **same person**, you can click the first box to copy the details.



Additional Premises Details

Additional details are needed for the premises in this section. Depending on your selections, different fields may display.

Complete all the fields. If you select Residential for Property Purpose (and the Portal assesses your Connect Application as ‘negotiated’), you will need to complete the extra section called Additional Residential Connection Details. Failing to add the “Additional Residential Connection Details” will slow down the application assessment process.



Pumps and Equipment Section

If ‘Yes’ is selected for Non-domestic Equipment Required and Pumps Required, additional fields will display that need to be completed. Some fields for this section of the portal are mandatory and will prompt the applicant if they are not completed correctly.

Failure to add details in these sections when required will slow down the application assessment process.

Pumps and Equipment Portal Screen

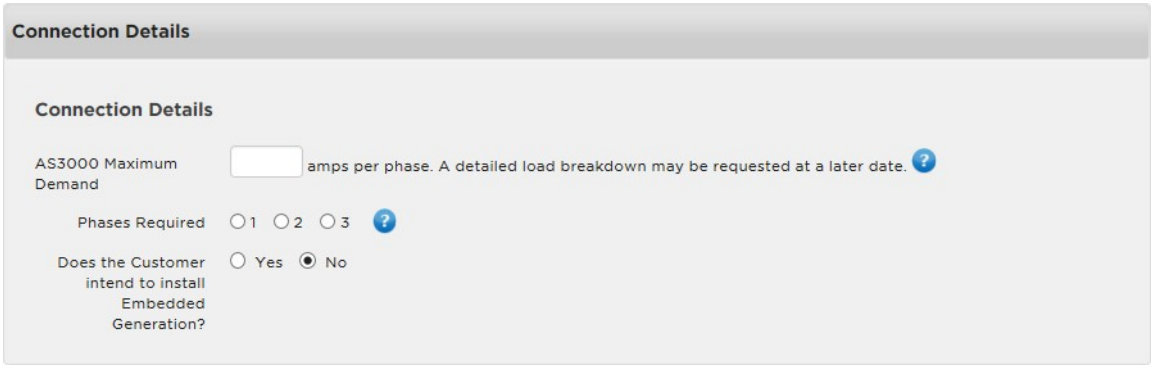
The following table includes information on certain fields that require a considered response.

Field	Description
Size	Enter the Equipment or Pump size (numeric). This is a mandatory field.
Size Units	Select the appropriate unit of measure from the drop-down box: 'hp', 'kW' or 'kVA'. This is a mandatory field.
Restart Method	Select the relevant Restart Method from the drop-down box: Null, Manual or Automatic. If the "Restart Method' is 'Manual' or 'Null' the 'Delay (mins)' value is not required. If the Restart Method is "Automatic", please enter the Delay in minutes (use a value between 0 to 120). This is a mandatory field.
Delay (mins)	If the Restart Method is "Automatic", please enter the Delay in minutes (use a value between 0 to 120). 'Delay (mins)' only applies if the 'Restart Method' value selected is 'Automatic' – in which case the value must be in the range 1 to 120. If the "Restart Method' value selected is 'Manual' or 'Null' the 'Delay (mins)' value is not applicable and will default to 'Null' required'. This is not a mandatory field.
Power Factor	If the size of the Equipment or Pump was provided in 'kW' or horsepower (hp), please enter the 'Power Factor' of the Equipment or Pump with a value of 0 to 1, and up to 2 decimal places. 'Power Factor' is a mandatory field if the if the 'Size Units' value selected is 'kW or hp'. The default value will be set to 0.9 if not updated. A 'Power Factor' is not required when the 'Equipment or Pump size is provided in 'kVA' and will default to 'Null'.

Connection Details

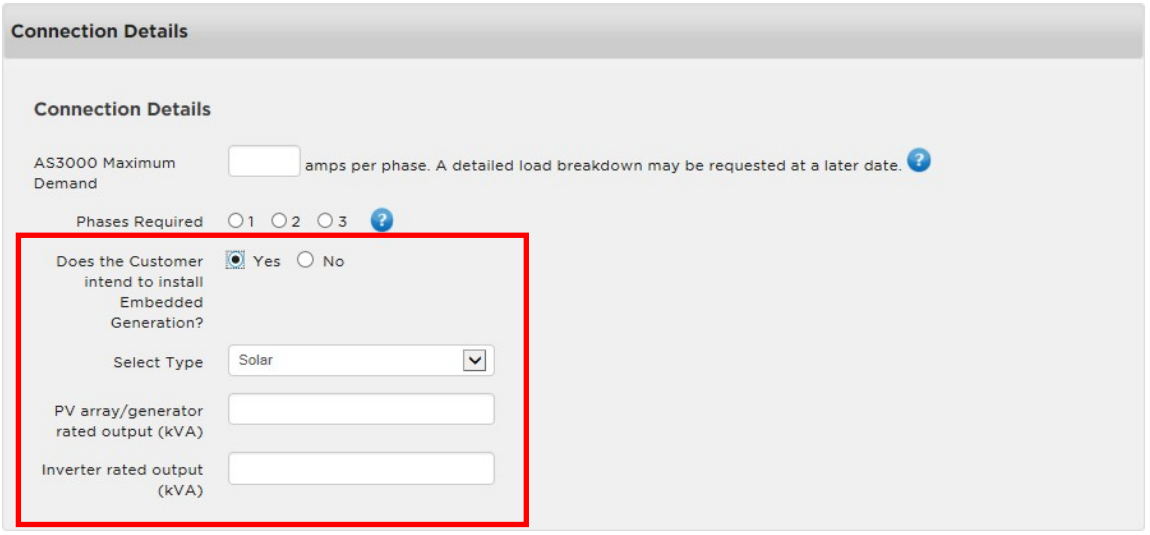
1. Complete all the **Connection Details** fields.

Remember your Maximum demand on your EWR must match the values entered here.



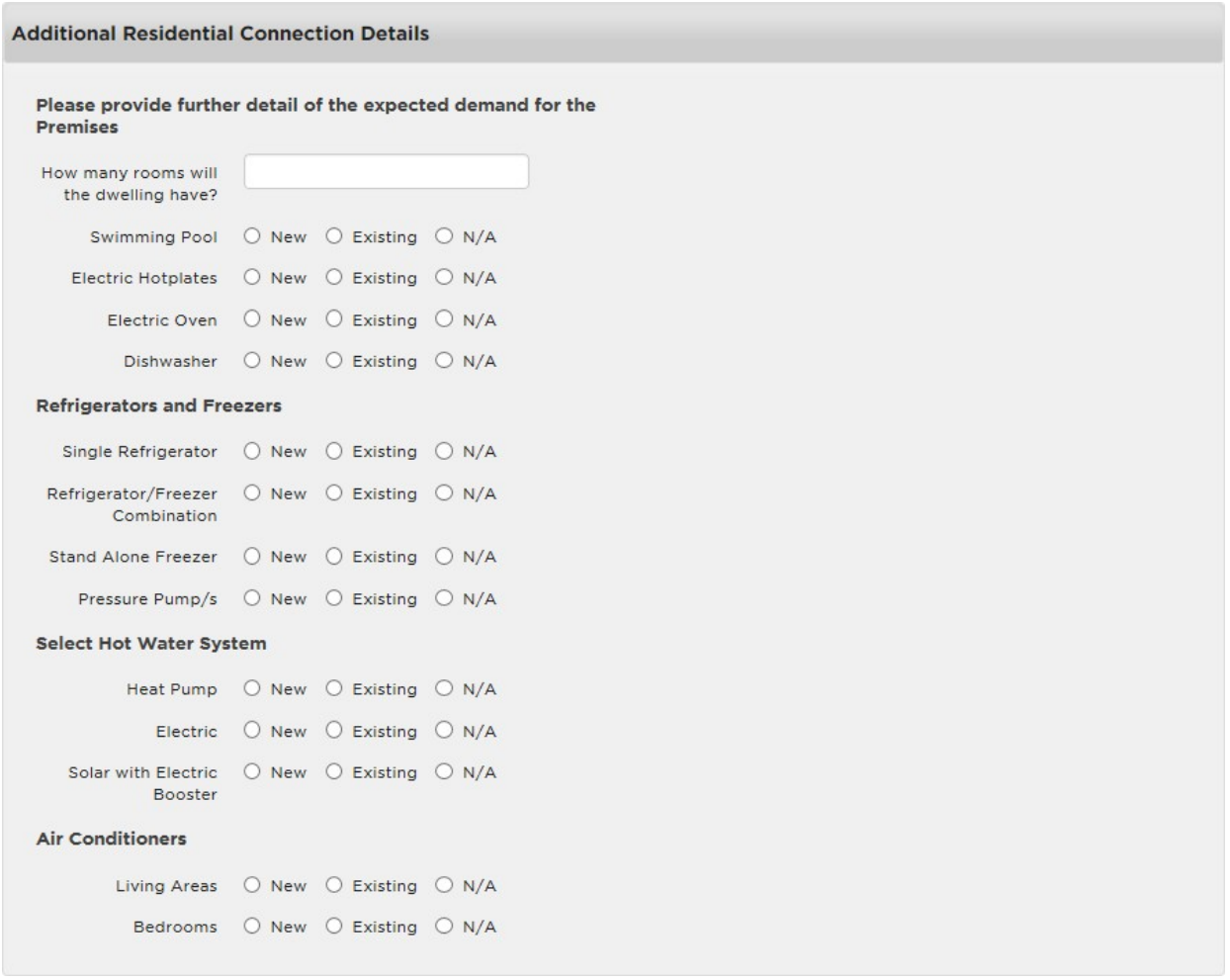
2. If you click **Yes** to **Embedded Generation**, extra fields will display to be completed.

A separate Solar Connection application will be required once the initial network connection has been completed.

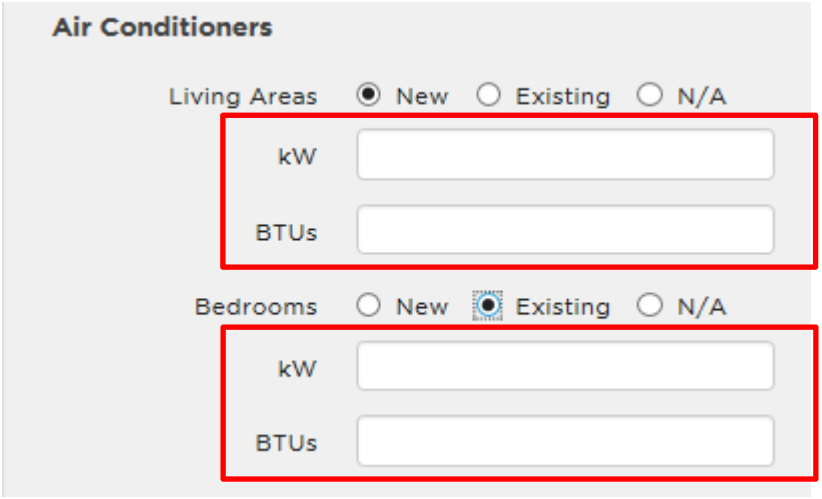


Additional Residential Connection Details

As mentioned earlier, if your **Property Purpose** is **Residential** (and the Portal assesses your Connect Application as 'negotiated'), you will need to complete this additional section. It helps to determine the expected electricity demand for the premises. Failure to add the **"Additional Residential Connection Details"** will slow down the application assessment process.



If you select **New or Existing**, in some cases there will be additional fields to complete.

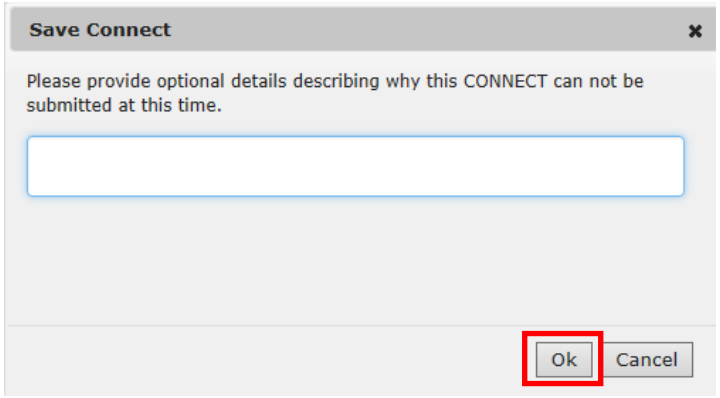


Attachments

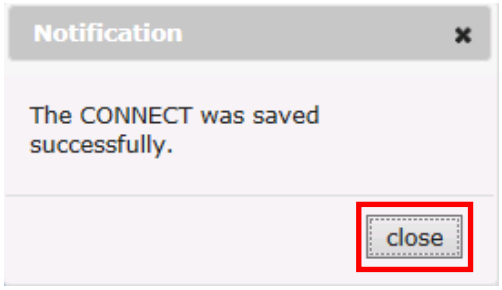
You can add attachments to your Connect. To do this, you must **save it first**.

1. Under Attachments, click on the link **Click here to save**, or click on **Save** at the bottom of the Connect screen.

2. Add comments into the **Save** pop-up box if required (this is optional). Click **OK**.

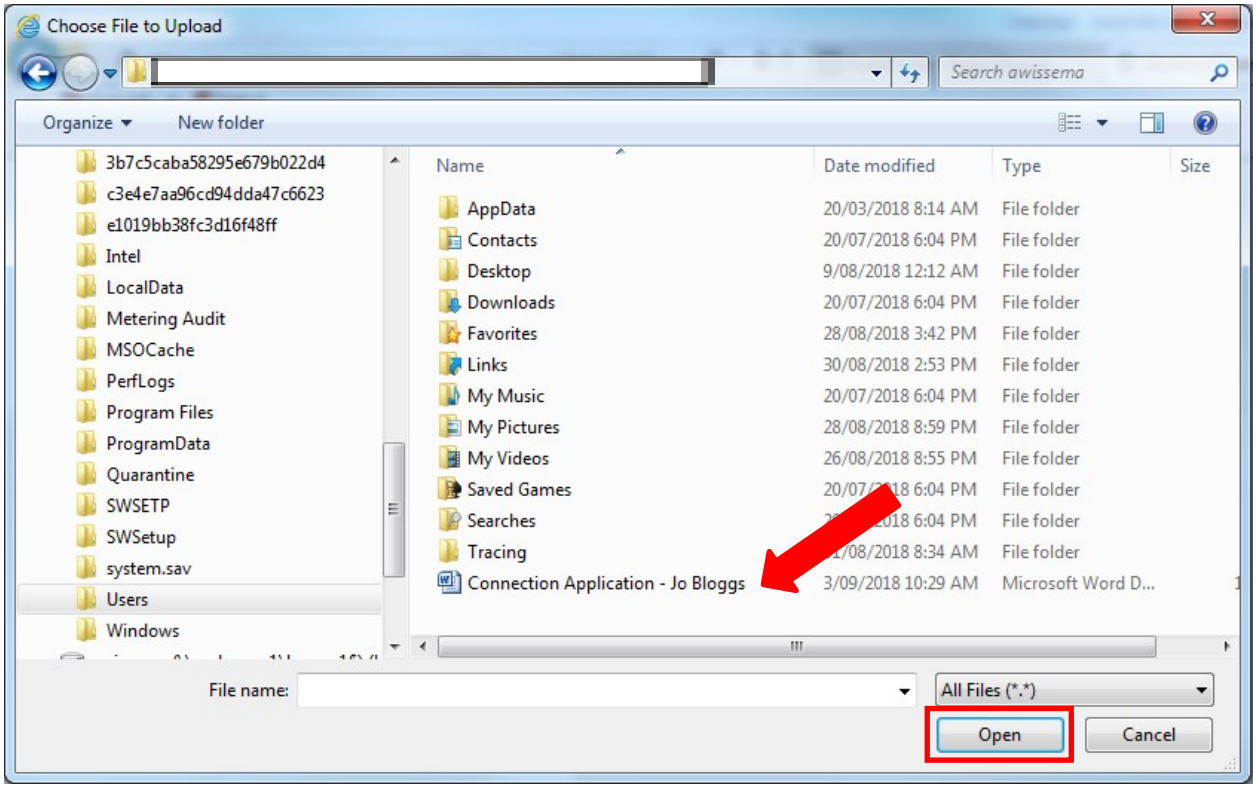


3. You will receive a message to advise that the Connect has saved successfully. Click **Close**.

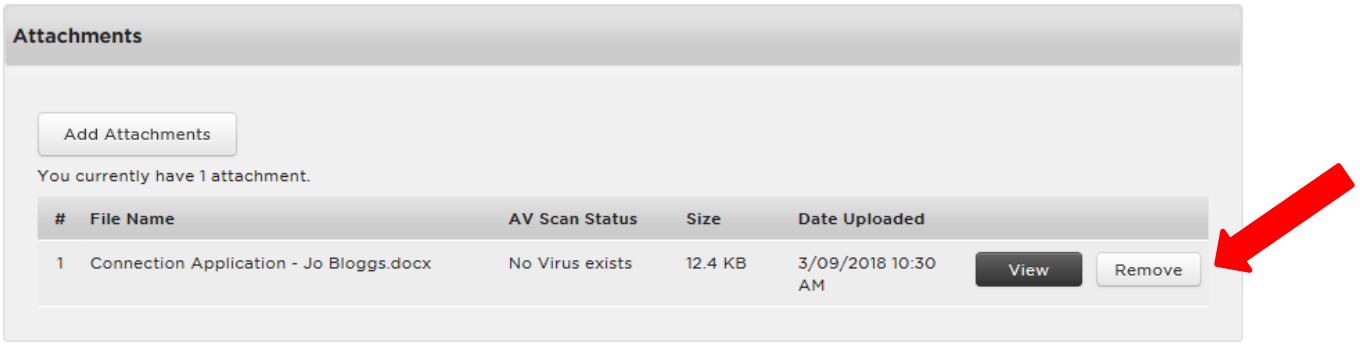


4. Go back to Attachments and click **Add Attachments**.

5. Search for the document that you wish to attach to your EWR. **Select** it and click **Open**.



6. When you attach your document, it will appear under Attachments. You can View it or Remove it if you wish.



NEED TO KNOW

- The system will complete a scan on the document to ensure no viruses exist. Once completed, AV Scan Status of Awaiting Scan will change to Completed.
- You can attach up to **five files at 4 MB each**.
- The allowed file types are jpg, jpeg, gif, png, raw, bmp, tif, pdf, doc, docx, txt, xls, xlxs, dwg and dxf.
- You can remove the attachment if required. However, once you submit the CONNECT you are **unable** to remove the attachment.
- Once the CONNECT is submitted with an attachment, we can view the attached document.

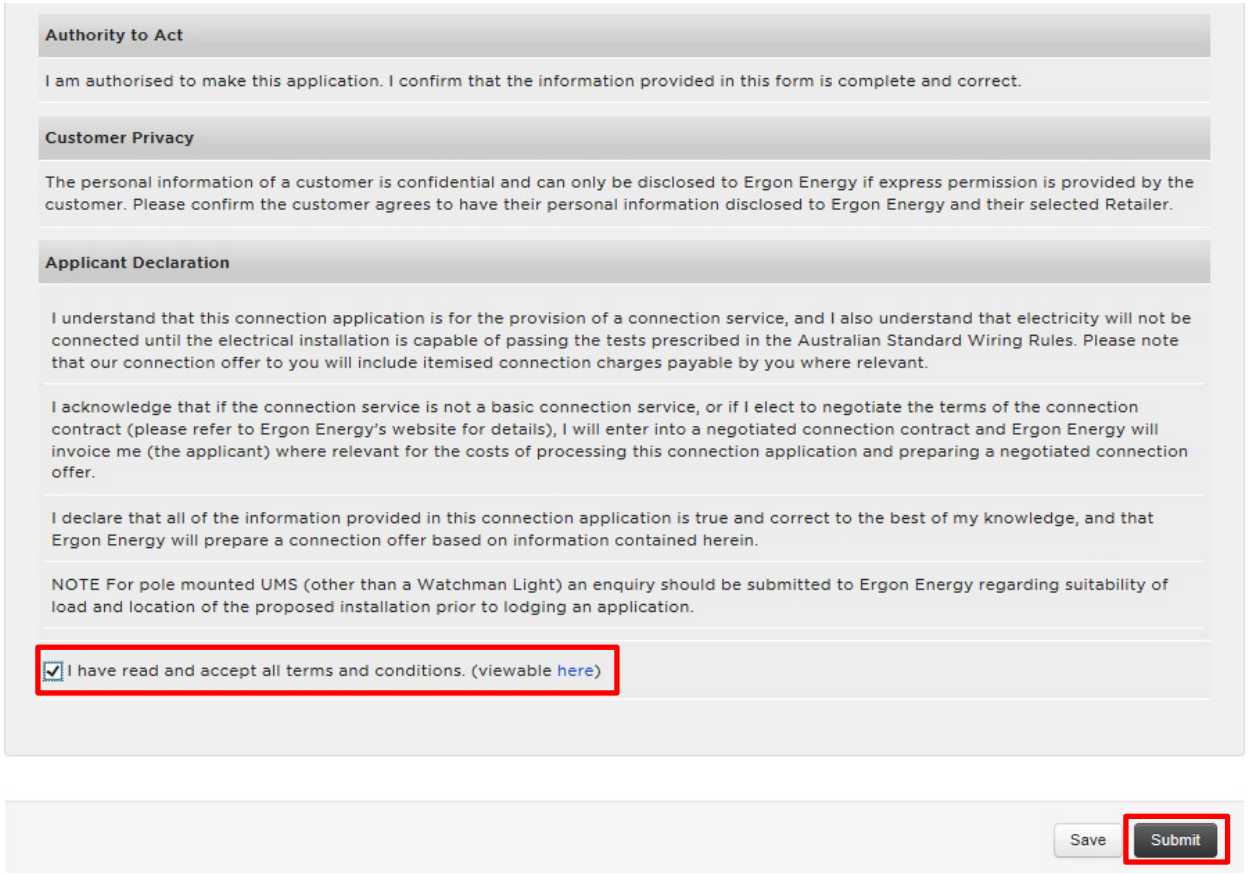
Declarations

There are two declarations on the Connect Application.

The first one you tick if you wish to **expedite** the Connect Application – this means that if the application is assessed by the Portal to be for a Basic Connection Service, it will progress straight through to offer stage and **you accept our Offer on behalf of the customer**.

You must have the customer's authorisation first.

The second declaration is the **Applicant Declaration** (the person filling in the Connect form). Read all the declarations carefully, and if you agree **tick the box** and click on **Submit**.



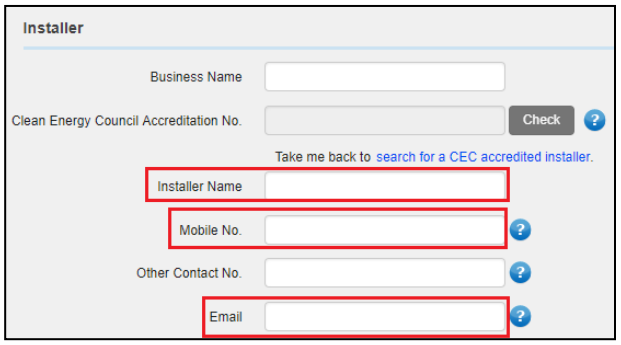
NEED TO KNOW
You can Save and close your CONNECT at any time. You do not need to complete all the details before you can **Save**. Once you click on **Save** you will receive a pop-up box to add in comments (this is optional) on why you are saving the CONNECT before submitting it.

Additional Information for Embedded Generation Application

When an Embedded Generation (incl. Solar) request is submitted there are some additional functions that are only relevant to that type of Connect Application. These are outlined below.

Installer

If you are not an accredited solar installer you will be required to enter the appropriate information in the Installer section (shown below)

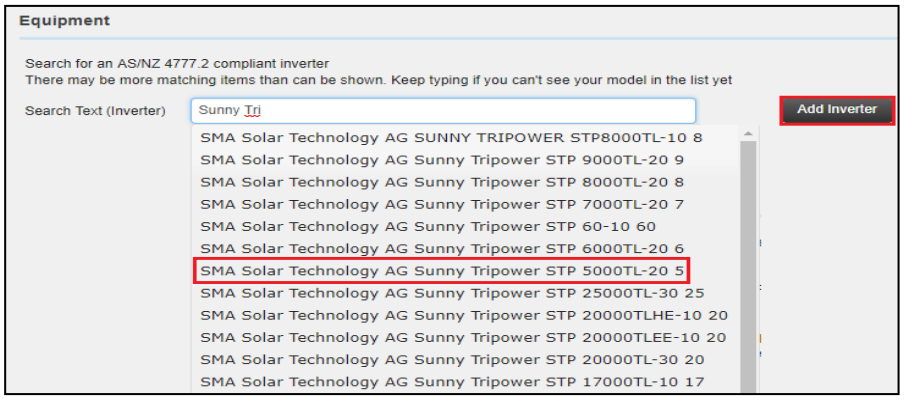


Equipment

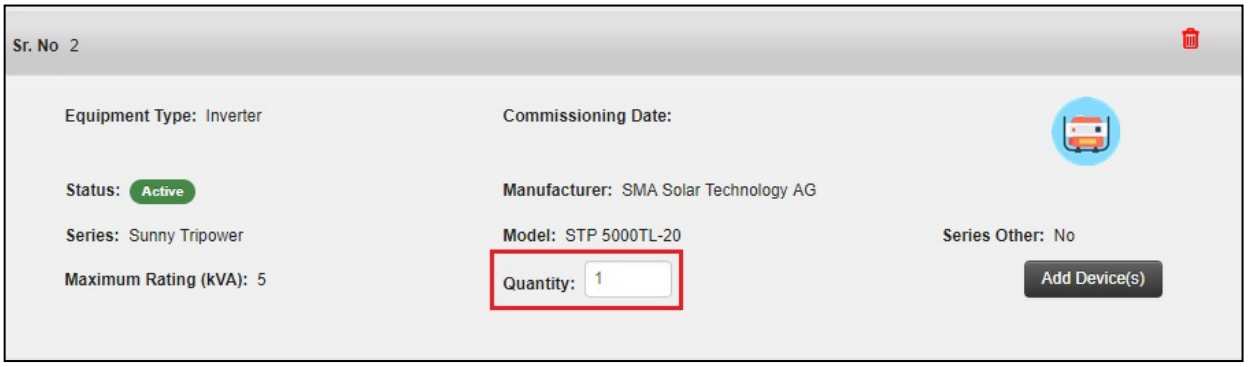
The Equipment and Site information details provided within an Embedded Generation Application includes data required by the AEMO Distributed Energy Resource (DER) Register. As part of submitting your application via the Electrical Partners Portal, Energex will consolidate a DER record and provide it to AEMO on your behalf.

Adding an Inverter

Start by searching for an Inverter and selecting the appropriate inverter for your site and clicking the 'add inverter' button



Once you have added an inverter the record will display below the search bar where you can amend the quantity of the inverter (as per below):

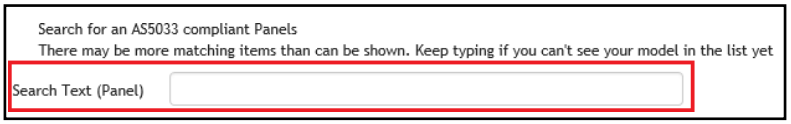


Adding a Device

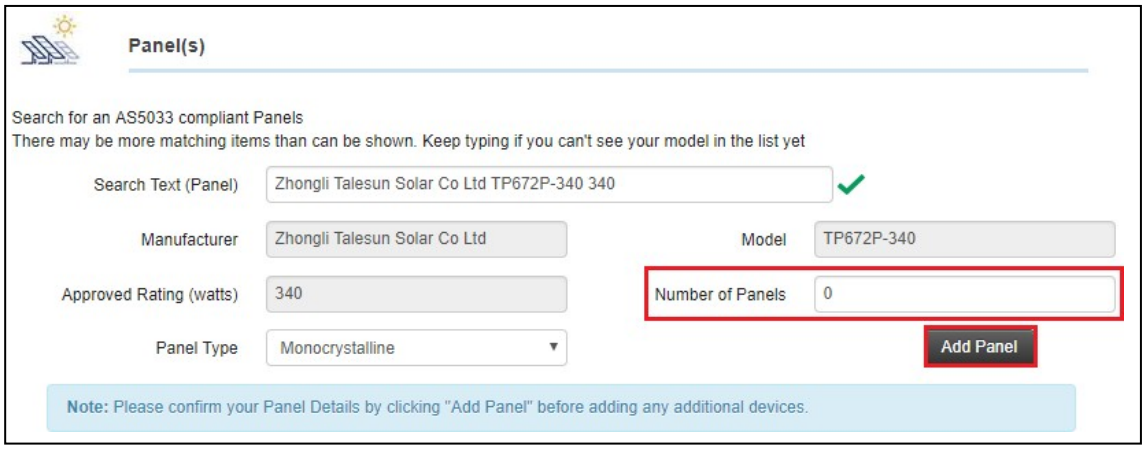
Adding Panels

Once you have an inverter added you will need to add your panels. To do this, click the ‘Add Device’ button on the associated inverter. A new window will pop up and request your panel information.

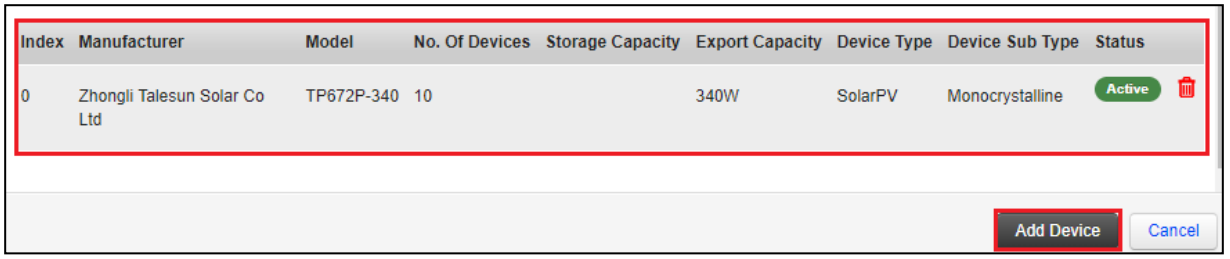
The panel search functions the same way as an inverter search and uses an accredited CEC list of panels.



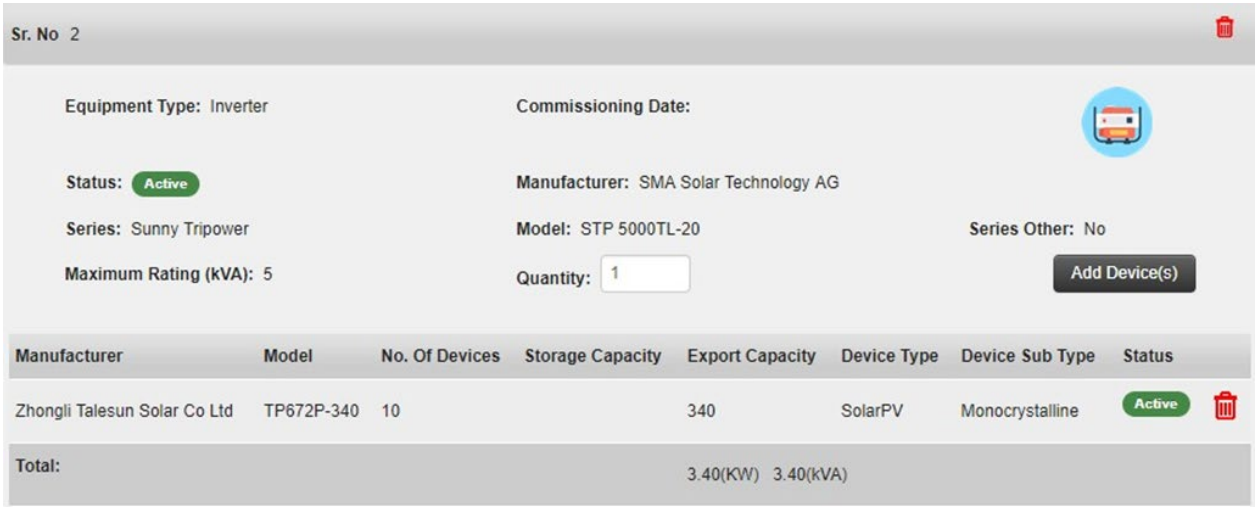
Once you have found the correct panel that you are/have installed, click it and the rest of the fields will auto-populate. You then just need to complete the number of panels field (as indicated below) and click the ‘Add Panel’ button



After you have added your panels scroll down to see a summary of the panels added to your equipment. Confirm you have them correct and click ‘Add Device’



At this point you will be returned to your Connect Application and your equipment section will reflect the inverter and associated panels you have added.



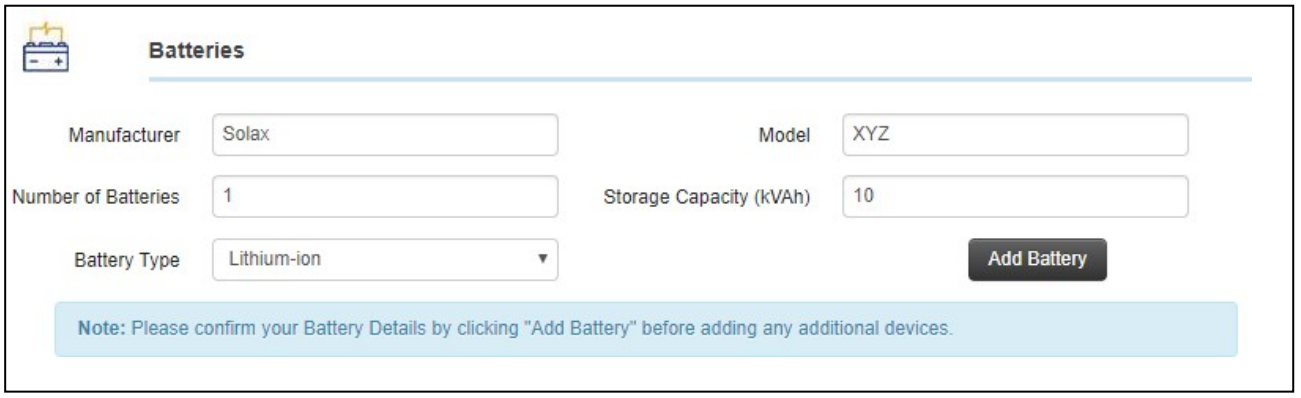
Adding Batteries

If your embedded generation installation also has batteries being installed on site, you will need to add these as well. Do so by clicking the 'Add Device' button on the relevant inverter

if you are adding an AC Integrated Battery you will need to ensure the specific inverter associated with that battery is added prior to adding the device.

Once you have clicked 'Add Device' a pop-up window will display where you can scroll to the battery heading. There is currently no comprehensive industry accredited list of batteries that we can draw on for this information. As such all fields are free text for you to complete. To ensure the DER Record is accurate all 5 fields of information are mandatory.

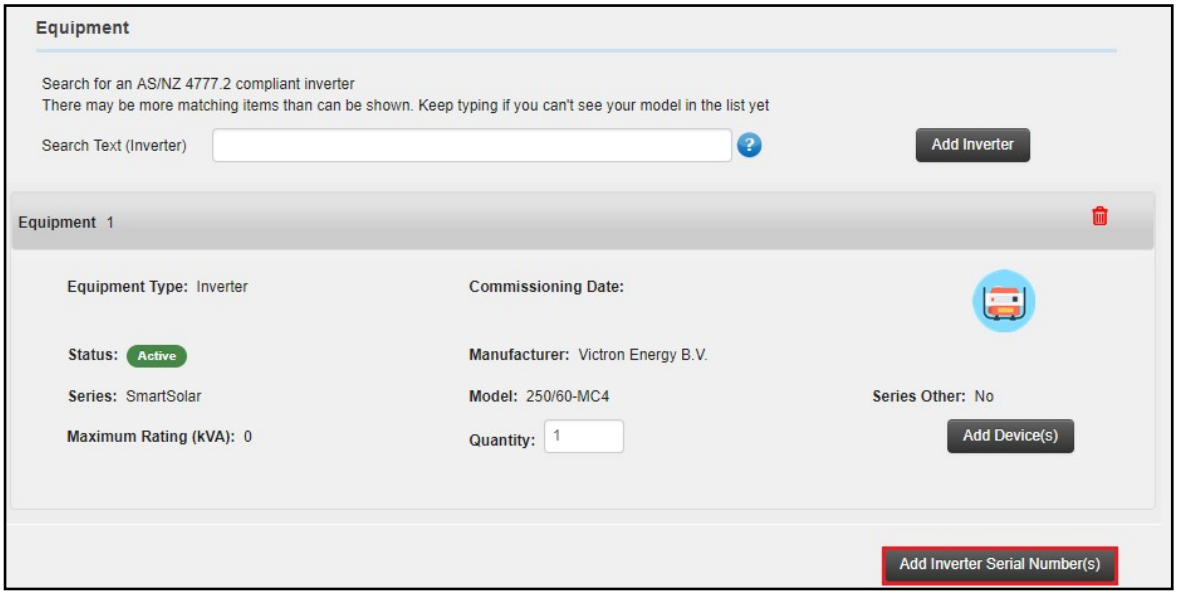
Once you have filled in the information, click 'Add Battery' and it will display under the panels. Then click 'Add Device' to confirm the battery is added. You will then be returned to the Equipment section of your Connect Application.



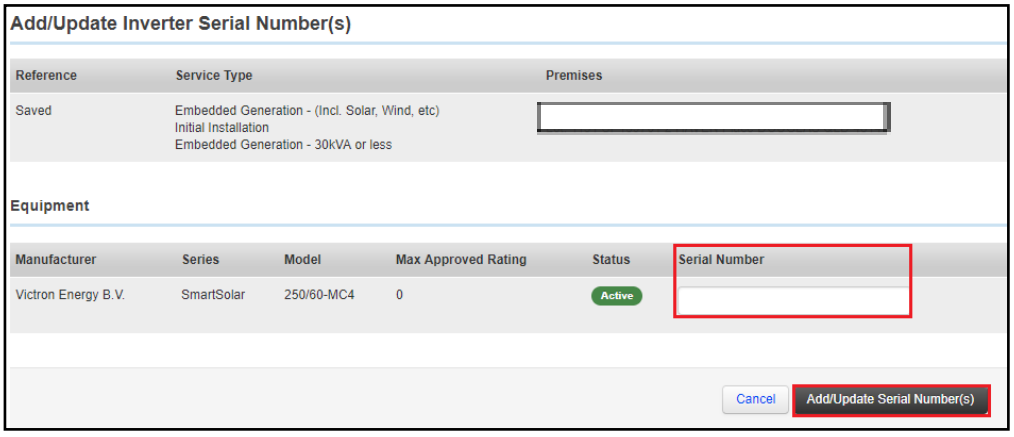
Adding an Inverter Serial Number

There are two places you can add an inverter serial number:

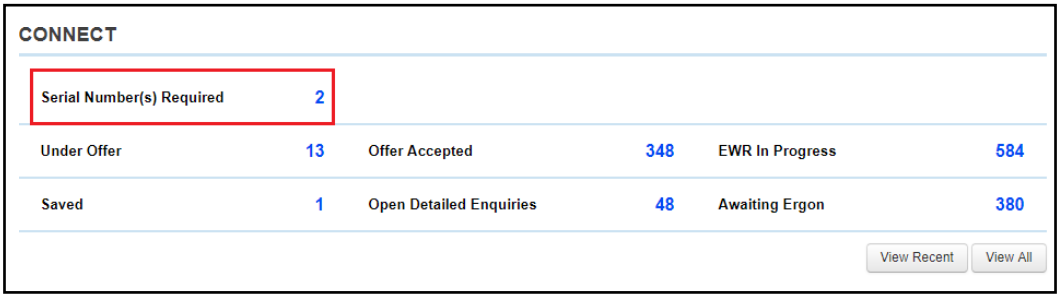
1. If you know which inverter will be utilised at the premise you are applying for Embedded Generation on, you can add it during the Application phase once you've selected an inverter in the Equipment section:



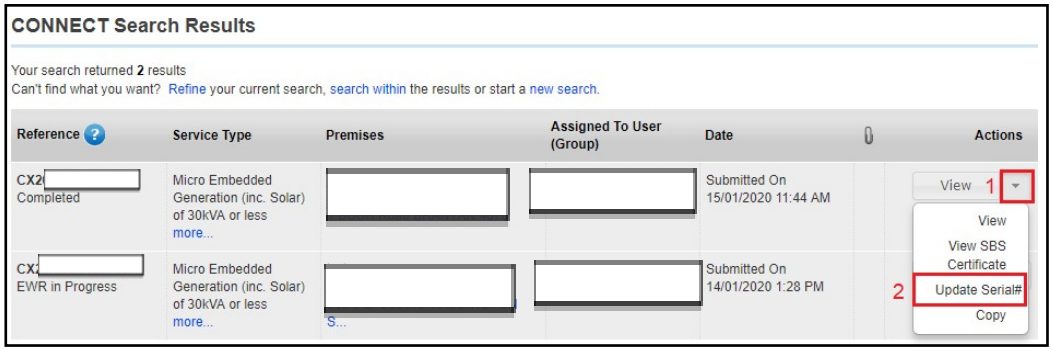
Confirm that you have selected the correct Connect Application to update, complete the Serial Number field and then click the blue "Add/Update Serial Number":



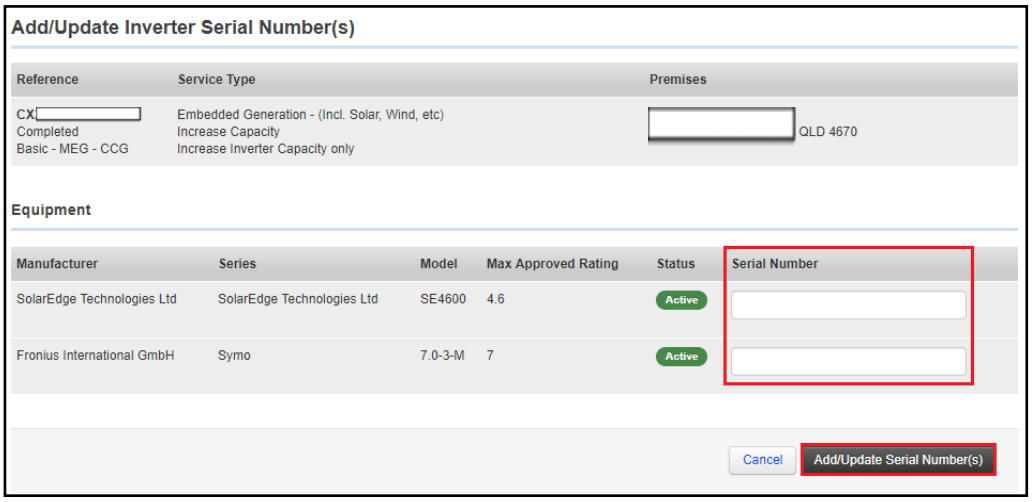
If you aren't sure which inverter will be utilised at the premise you can review your Connect Applications missing a Serial Number on your MyHome Dashboard and provide it later:



Once you click the hyperlink to how many Connects are awaiting a Serial Number you will see a search screen where you can select a drop down to choose which action you want to take:

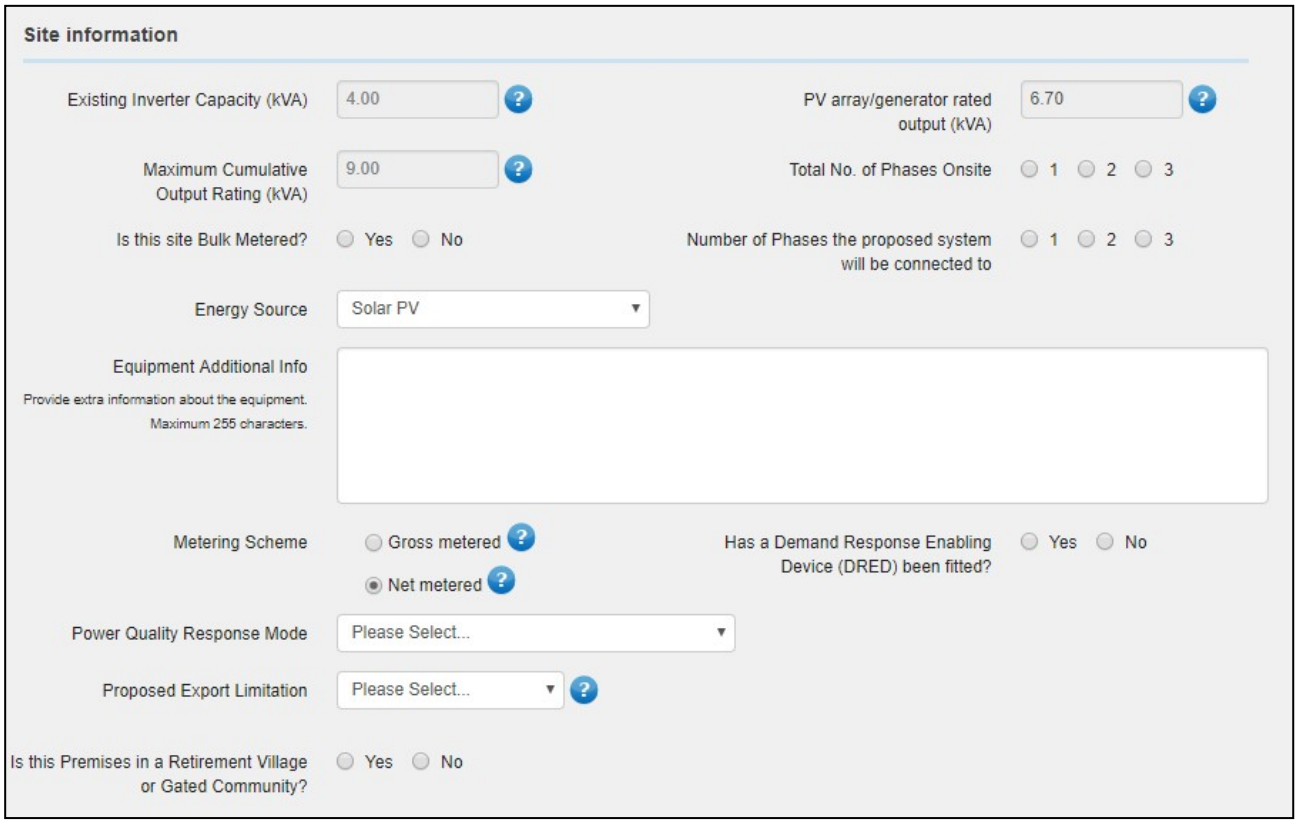


Confirm that you have selected the correct Connect Application to update, complete the Serial Number field and then click the “Add/Update Serial Number”:



Site Information

The site information section will pre-populate certain fields based on the equipment information supplied. All the site information questions must be completed to ensure Energex can supply an accurate DER Record to AEMO.



The Power Quality Response Mode is required by Energex standards to be set only to Volt-Var / Volt-Watt Voltage Response mode and the Portal only offers this in the relevant drop down

The Proposed Export Limitation provides different options depending on whether the installation is greater or less than 30kW

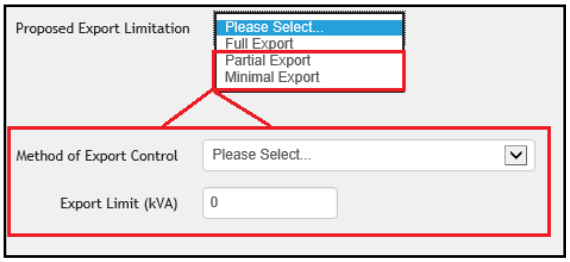
Less than or Equal to 30kVA

- Full Export
- Partial Export
- Minimal Export

Greater than 30kVA

- Partial Export
- Minimal Export
- Non-Export

If either 'Partial Export', 'Minimal Export', or 'Non-Export' are selected two more mandatory questions will display



The 'Method of Export Control' also provides a drop-down menu to select from as shown below

Storage Batteries

The information requested here will partially pre-populate based on the device information provided in the Equipment section.

If you have not added a battery it will default to 'No'

If you have added a battery, it will default to 'Yes' and more information about the device is requested as shown below (LHS screen shot). If you indicate the batteries were designed by an accredited designer further information about the designer is requested (RHS screen shot)

Embedded Generation Service Selections

Use the table below to determine which type of Embedded Generation (Incl. Solar) Connect to submit:
If your installation is made up of several devices (For example: Inverter, Panels and Batteries), only *one* Connect application is required but please use the service selection that represents **the largest component of the installation**

Service Selection	Description
Initial Installation	Use this service selection where the premises currently do not/ never previously had an Embedded Generation/Solar installation onsite. The Connect application for an initial install must include **all devices** connected (if any) including Panels, Storage Batteries etc.
Increase Inverter or Generator Capacity Only	Use this service selection when: 1) Embedded Generation/Solar already exists on the premises, AND an additional Generator/Inverter is being added to the premises. 2) Where Embedded Generation/Solar already exists on the premises, AND the existing system is to be replaced. AND results in an increase to the previously approved maximum capacity. **Note:** Please use this service selection when adding an **AC Integrated Battery** to an existing system. **For example:** Use this Service Selection when installing - • Tesla Powerwall 2 (AC Integrated Battery) • a 5kW Solar Inverter exists onsite and an additional 2kW Solar Inverter is being added.
Replace Current Inverter (No Increase of Capacity)	Use this service selection in either of the following scenarios: 1) Where Embedded Generation/Solar already exists on the premises, AND the existing system is to be replaced. AND the replaced inverter is either the same capacity or smaller. OR The replaced inverter does NOT increase the previously approved maximum capacity.
Increase Panel Capacity Only	Use this service selection when additional panels are to be added to the existing system only.
Add Storage Batteries	Use this service selection when: 1) Adding an **additional DC Battery** to an existing Hybrid Inverter or Multi-mode system.

Submitting Your Connect Application

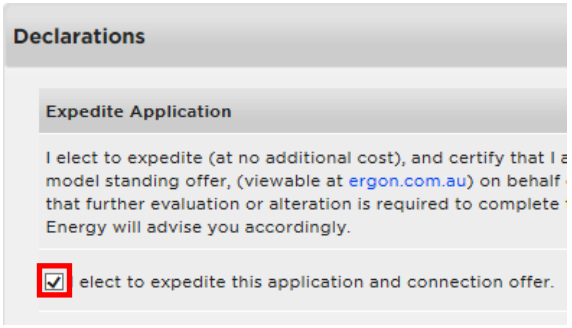
Once you submit your Connect Application, the Portal will automatically assess it to see if it's for a Basic Connection Service, and if it can be expedited.

Expedited Connect Application

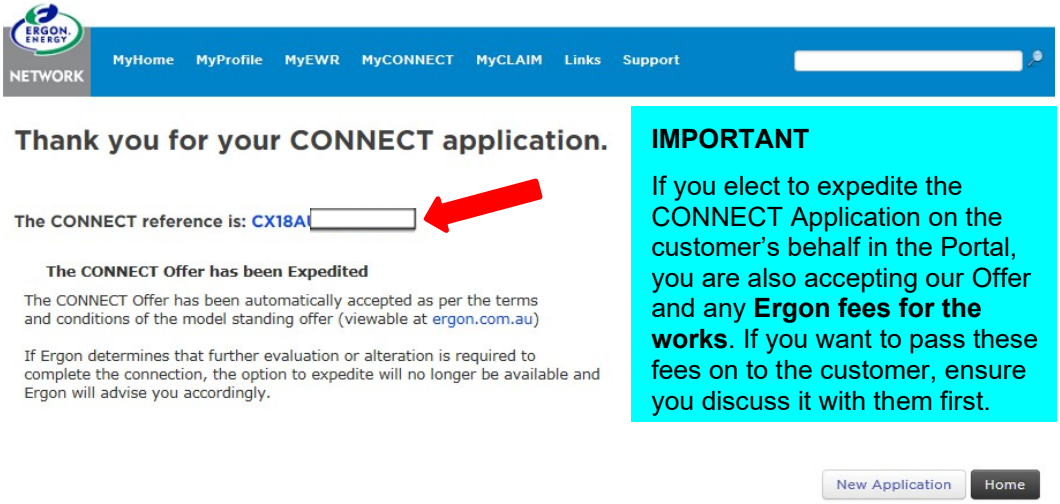
This Connect has been assessed as a 'Basic Connection Service' and the application has been expedited – meaning its progressed straight through to an Offer.

You ticked Expedite Application and Offer box

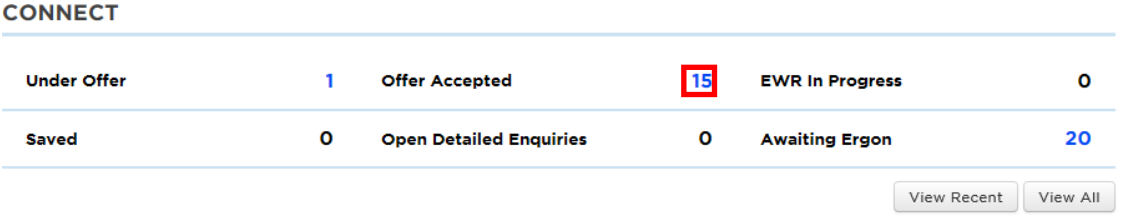
1. By ticking the '**I elect to expedite'** box in the previous Declarations section, you have agreed to **accept our Offer** for this expedited application on behalf of the customer. It also means that you accept any Ergon fees that may arise during the connection works.



2. After clicking Submit you will see this screen with the message "***The Connect Offer has been Expedited***".

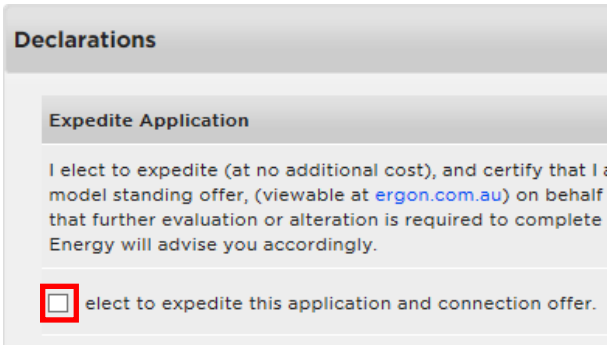


3. Back on your **MyHome** screen this Connect will now have the status of **Offer Accepted**.

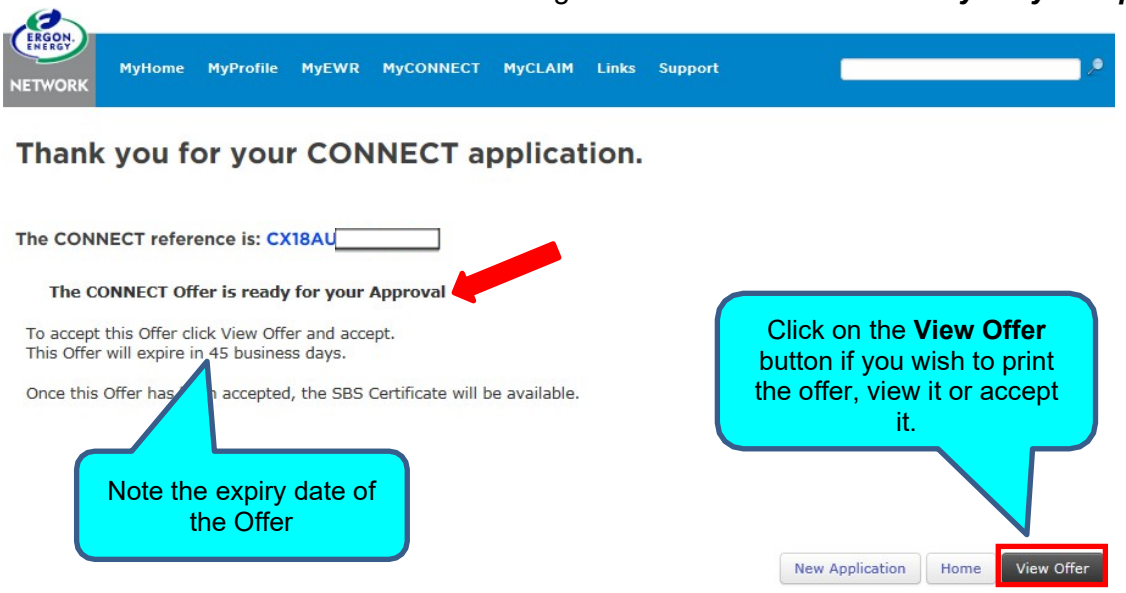


You did not tick Expedite Application and Offer box

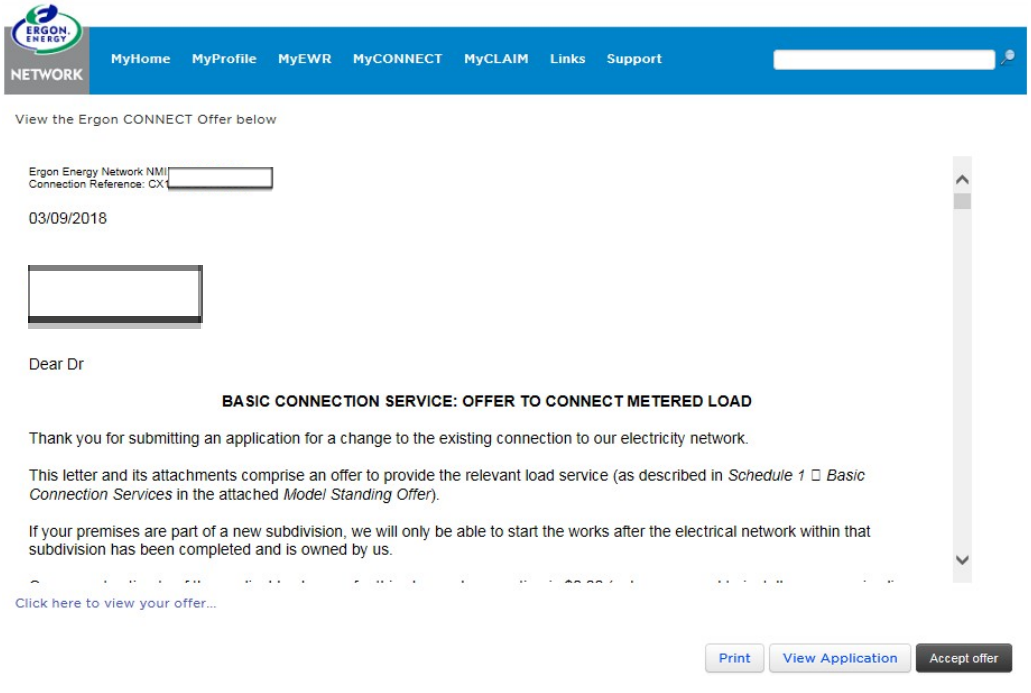
1. If you did not tick the '**I elect to expedite'** box in the previous Declarations section, you will be able to **accept our Offer later**, e.g. after discussing it with the customer.



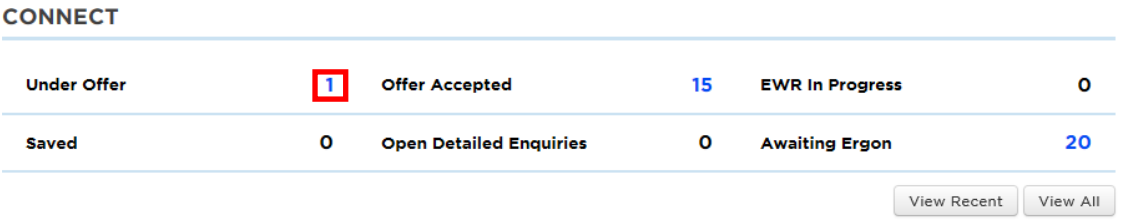
2. You will see this screen with the message "***The Connect Offer is ready for your Approval***".



3. Click **View Offer** to see the Offer details (note scroll bar to the right to see more details).



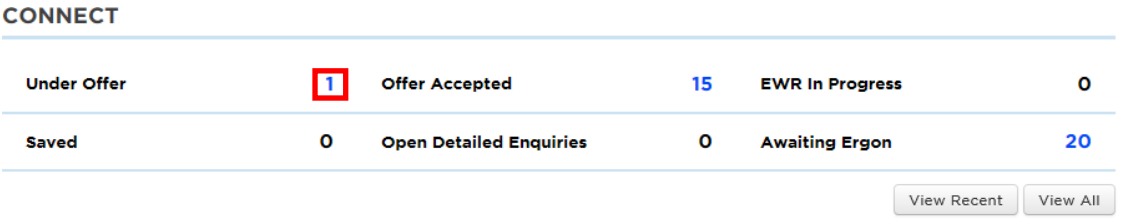
4. Back on your **MyHome** screen this Connect will now have the status of **Under Offer**.



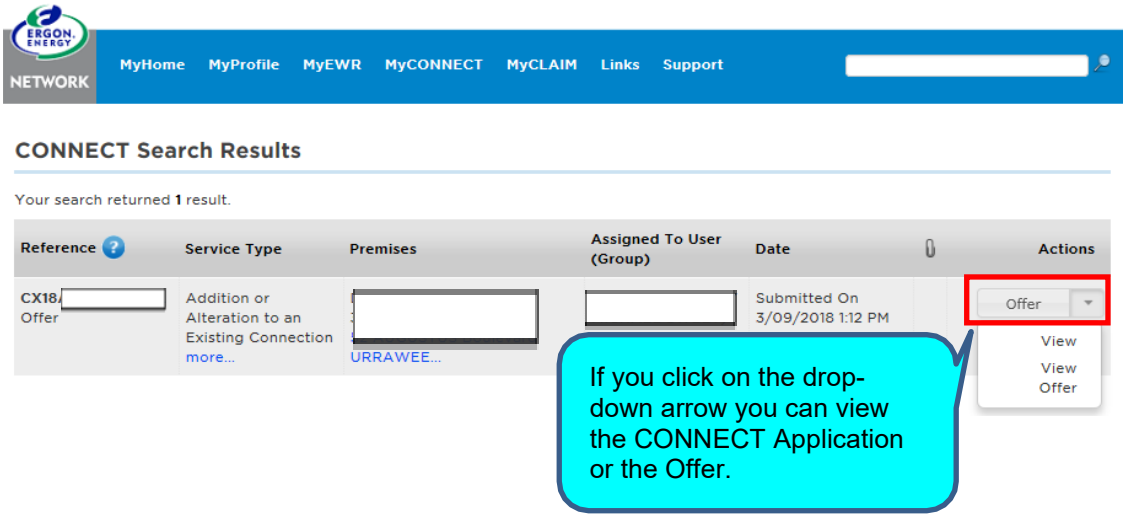
IMPORTANT

As your CONNECT Application progresses through the various stages, its status will automatically update on your MyHome screen. Hover over any status to check its meaning.

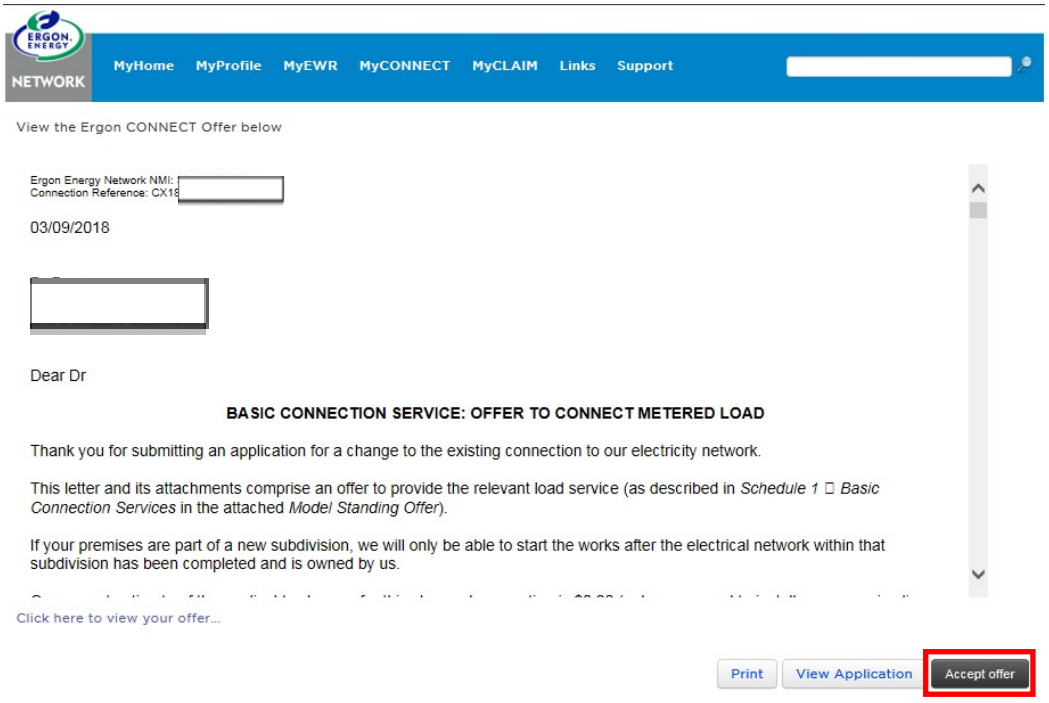
5. When you are ready to accept our Offer for this expedited Connect Application, log back into the Portal and click on the **number** next to **Under Offer** on your MyHome screen.



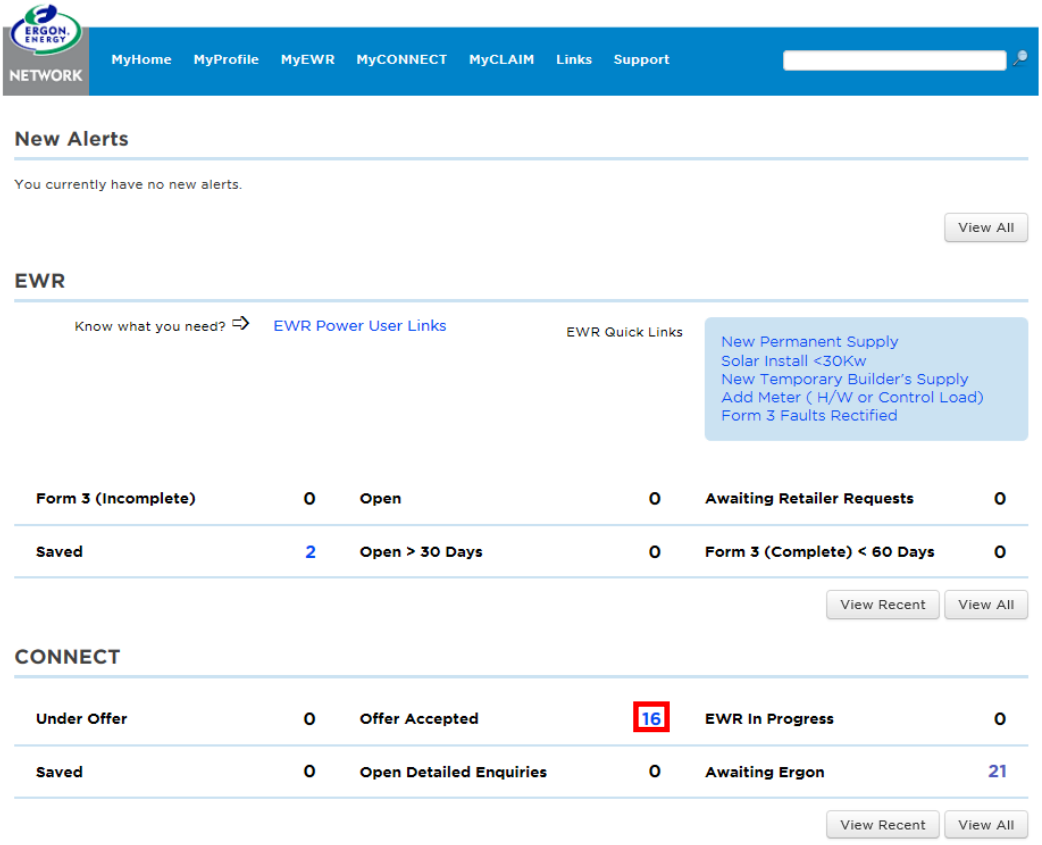
6. Your Connects with the status of **Under Offer** will display. Find the one you want and click on the **Offer** button.



7. The Offer screen will display, and you can click on **Accept Offer**.



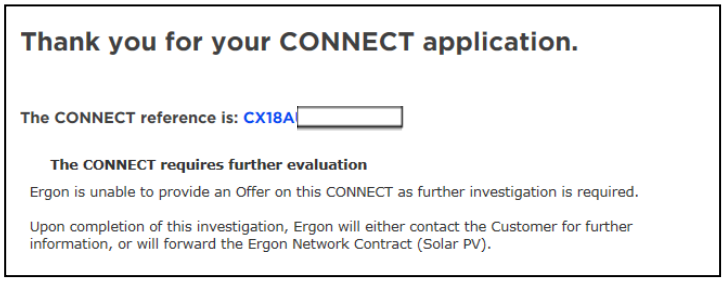
8. Next you will be returned to your **MyHome** screen and the Connect will have moved from status of **Under Offer** to **Offer Accepted**.



9. Once the status is Offer Accepted, you can **link** your Connect Application to your matching EWR in the Portal (see below).

Negotiated Connect Application

This Connect has been assessed by the Portal and cannot be expedited because it requires further evaluation by us.

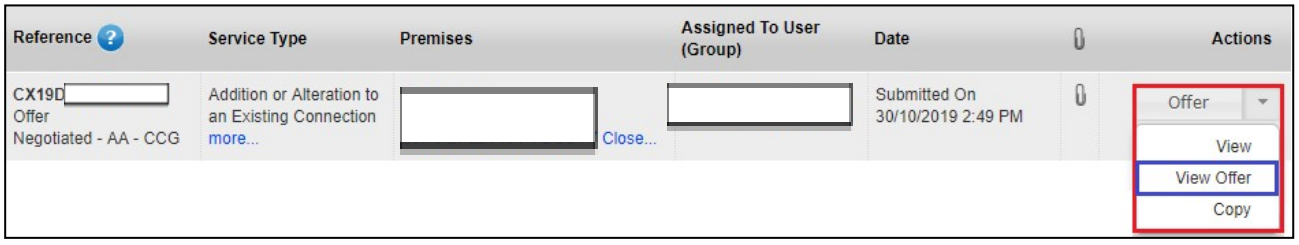


If a Connect Application is not expeditated and the offer isn't automatically Accepted via the terms and conditions in the Portal, an offer will need to be made and accepted manually. When Ergon is ready to provide an offer on a Connect Application, they will either issue the Offer via the Portal where an Applicant can then View the offer made or email the relevant party with an Offer. The acceptance can be done online in the Portal or via a print/sign method.

View Offer in Portal

When an offer is provided the Applicant will receive a notification that includes the relevant CX reference number. You can use this reference to search via the Portal and bring up the Connect Application.

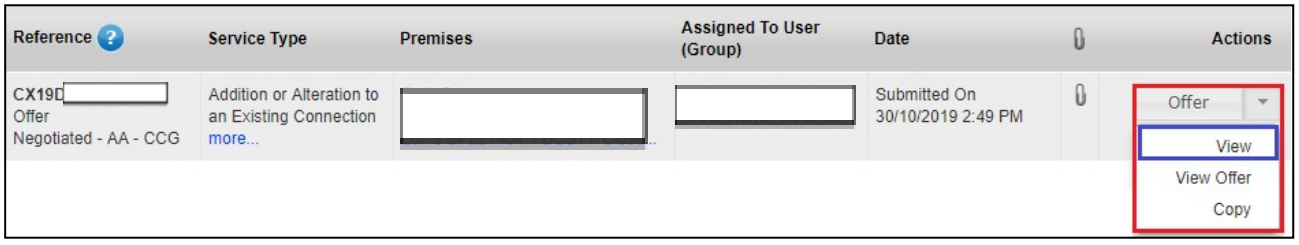
On the drop-down menu (click the down arrow) select 'View Offer' (shown in the blue box) to bring up the issued offer from Ergon



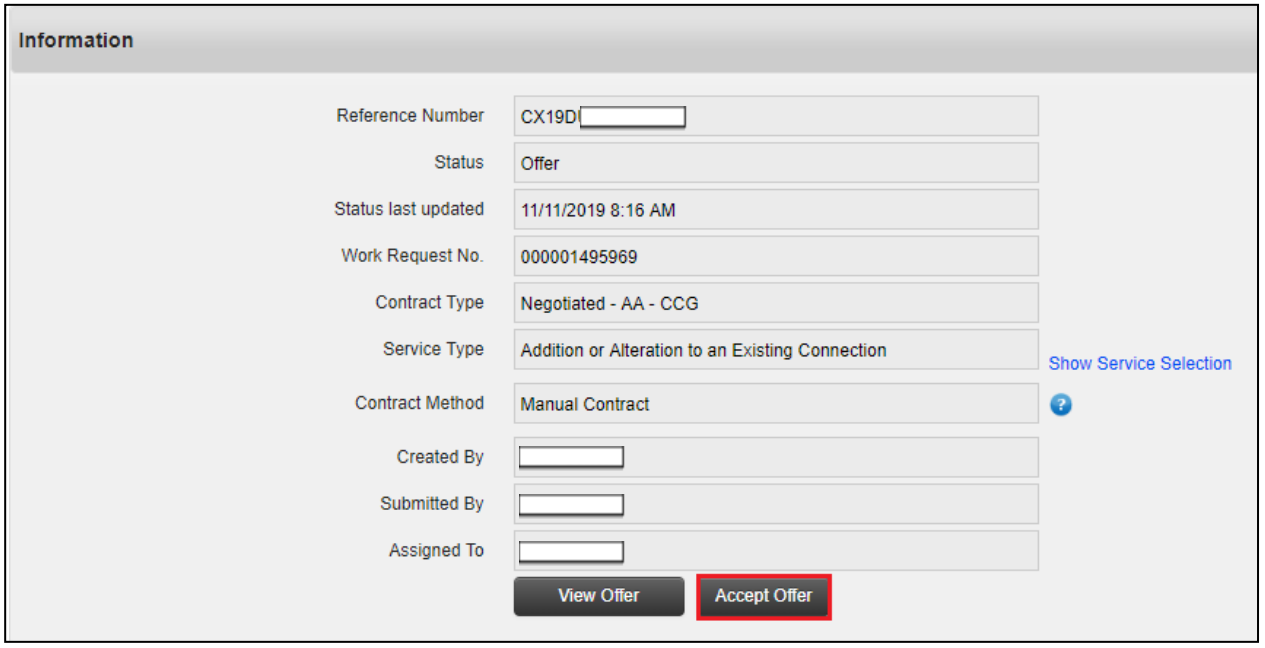
If you wish your customer to review the Offer or Invoice that has been provided you will need to download and forward the documents to them. They are only provided via the portal to the original Applicant.

Online Acceptance

In order to accept the offer issued online, in the drop-down menu select the option 'View' (outlined in blue)

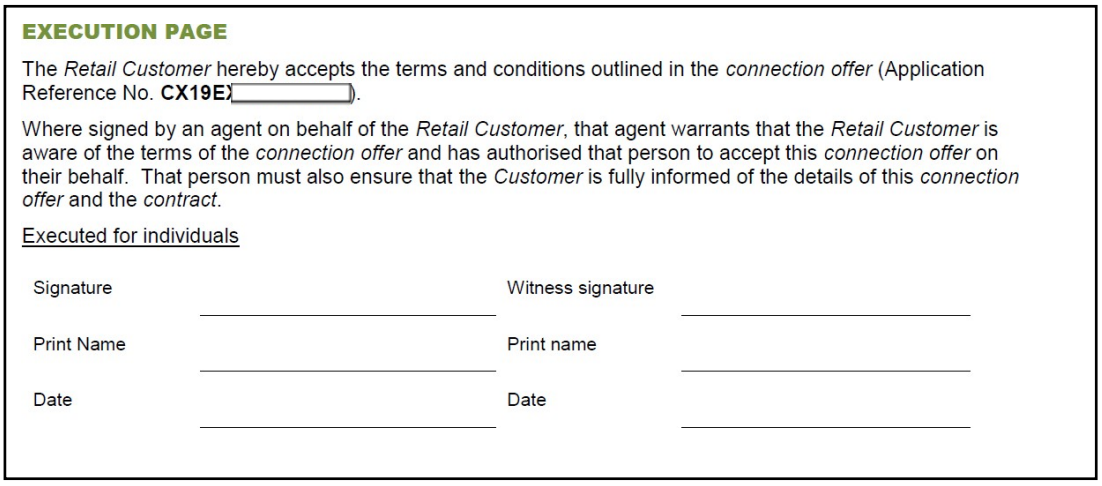


The Connect Application will load and visible in the Information section will be the ‘Accept Offer’ and ‘View Offer’ Buttons, click the ‘Accept Offer’ button in order to accept the offer issued online.



Print and Sign Acceptance

If you do not wish to accept the offer online (i.e. digitally) you have the option to print, sign, and return the offer physically to Ergon. Below is a snippet example of the Execution Page of the issued offer for use when printing and signing the document physically.



EXECUTION PAGE

The *Retail Customer* hereby accepts the terms and conditions outlined in the *connection offer* (Application Reference No. **CX19EX**).

Where signed by an agent on behalf of the *Retail Customer*, that agent warrants that the *Retail Customer* is aware of the terms of the *connection offer* and has authorised that person to accept this *connection offer* on their behalf. That person must also ensure that the *Customer* is fully informed of the details of this *connection offer* and the *contract*.

Executed for individuals

Signature		Witness signature	
Print Name		Print name	
Date		Date	

Linking the Connect to your EWR

When the Connect Application status changes to **Offer Accepted** in the Portal, it can be linked to your EWR. The time this takes will vary between expedited and negotiated Connects.

When can you link an Expedited Connect?

If your Connect Application **doesn't require a new NMI** to be created, it takes **around one hour** for the status to change to **Offer Accepted** in the Portal. You can then link it to your EWR.

If a **new NMI does need to be created**, it can take up to **approximately 48 hours** for the Connect status to change to **Offer Accepted** in the Portal. You can then link it to your EWR.

When can you link a Negotiated Connect?

Negotiated Connect Applications need further evaluation by us. We may also contact the Applicant for more information. The time this takes will vary for each Connect Application.

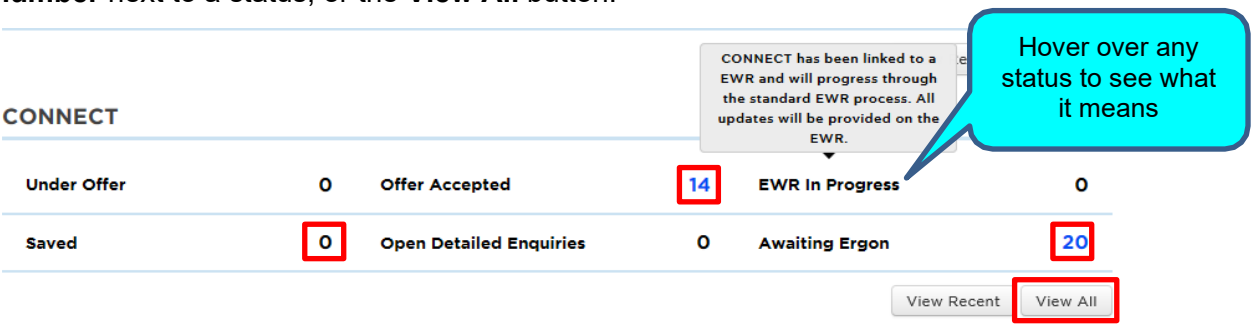
As we work with the Applicant towards the acceptance of a suitable Offer, we will update the status of the Connect in the Portal.

When the evaluation is completed and our Offer has been accepted, the status of the Connect Application will change to **Offer Accepted** in the Portal. You can then link it to your EWR.

Refer to the **EWR User Guide** for how to link a Connect.

How do you check the status of your Connect?

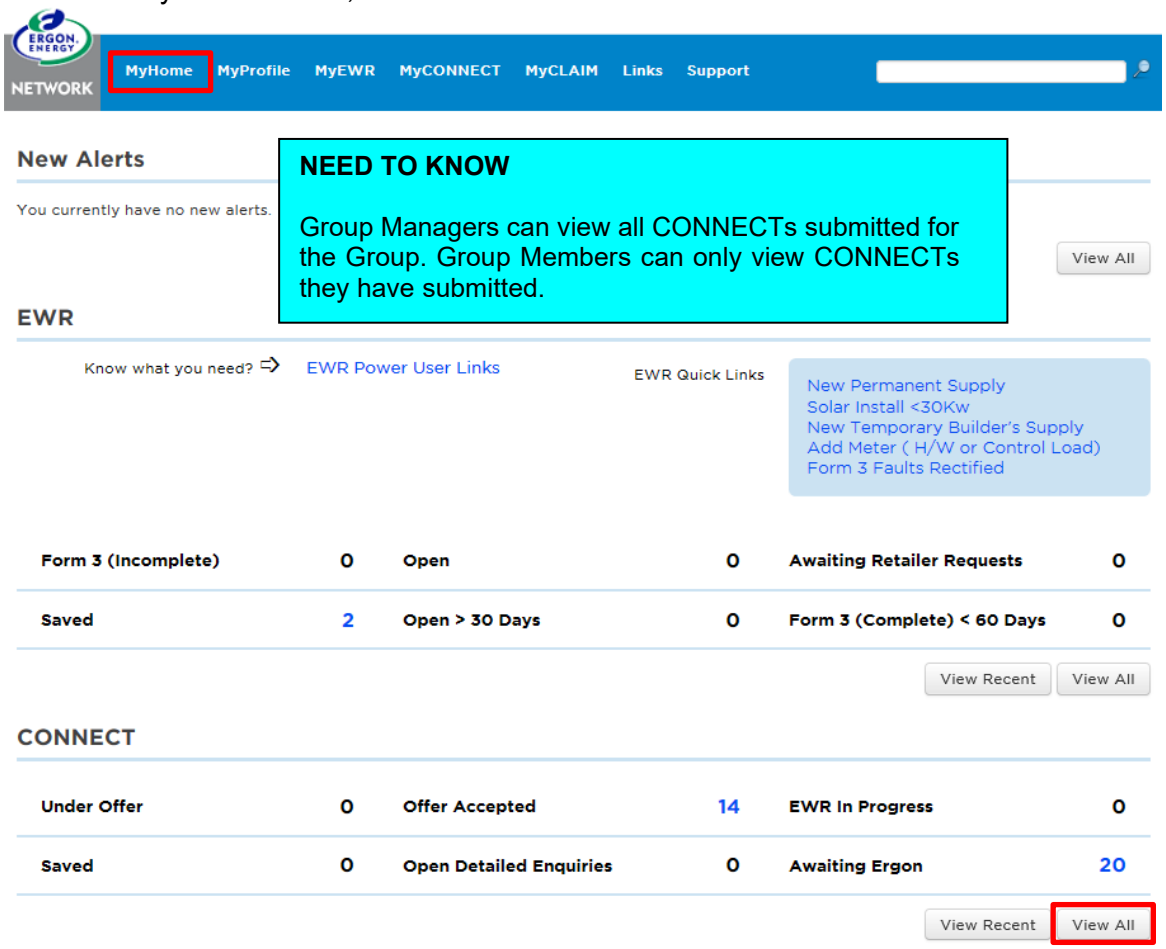
Your **MyHome** screen will show you the Status of your Connect Applications. Just click on a **number** next to a status, or the **View All** button.



How to view your Connect Applications

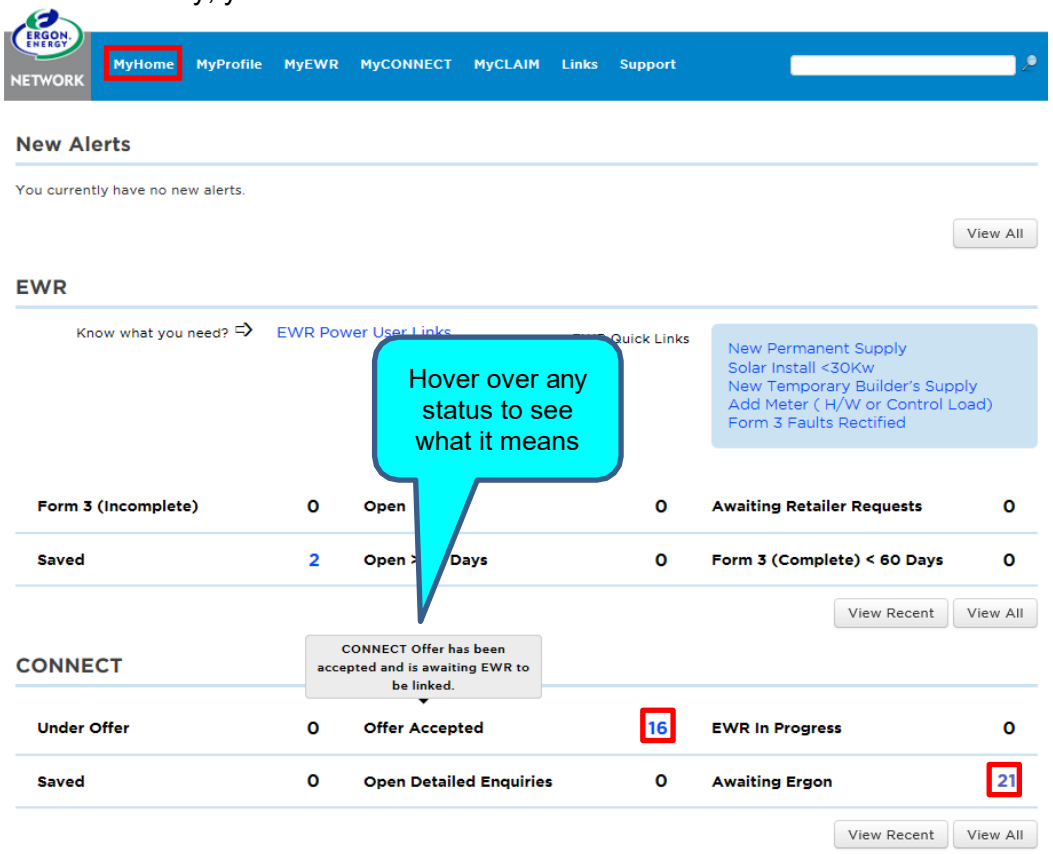
Your **MyHome** screen shows a summary of all of your EWR's, Form 3's and Connects. There are several ways to view your Connect Applications in the Portal.

1. To view your Connects, click on **View All** under the Connect section.

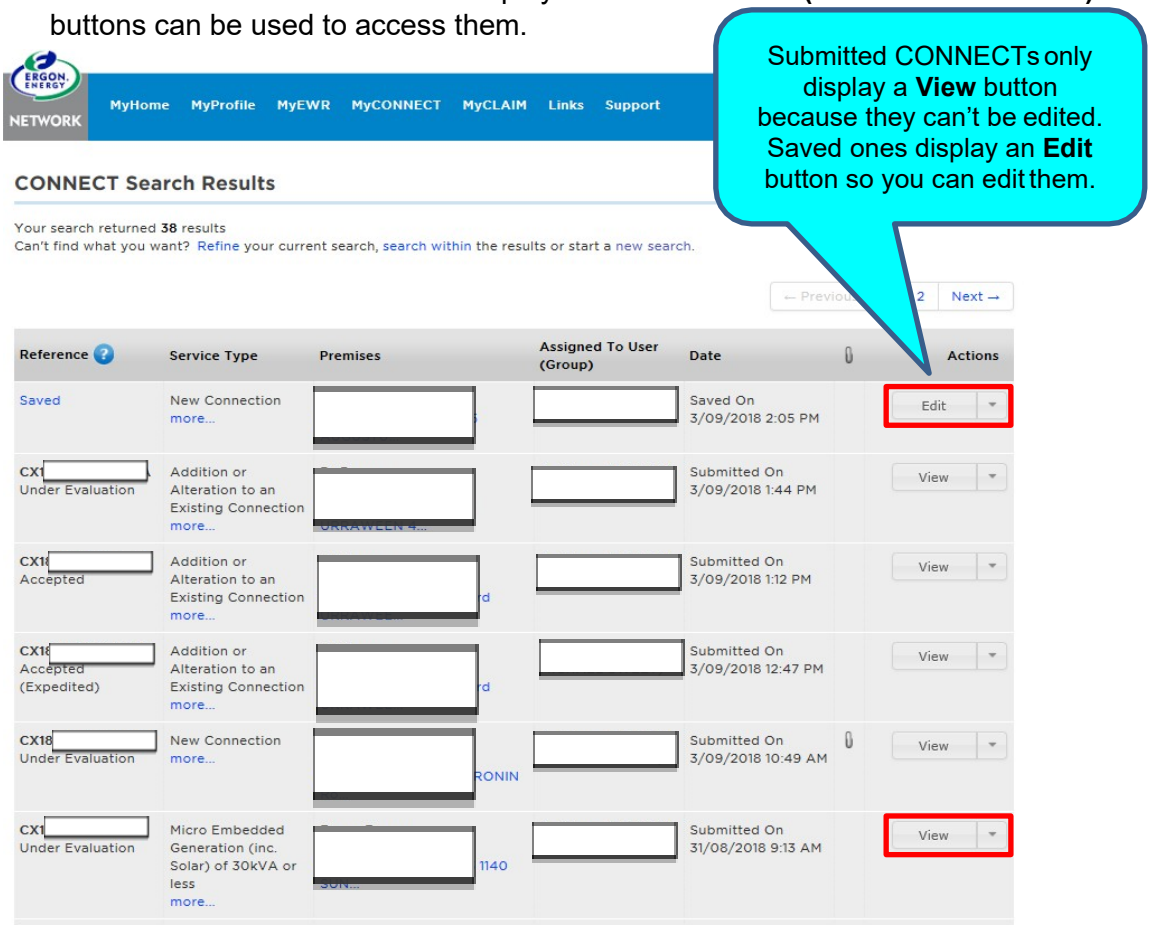


2. You can also view your most recent Connects by clicking on **View Recent**. It will display approximately your last 20 Connects.

3. Alternatively, you can click on the **Numbers** next to the items listed in the Connect section.



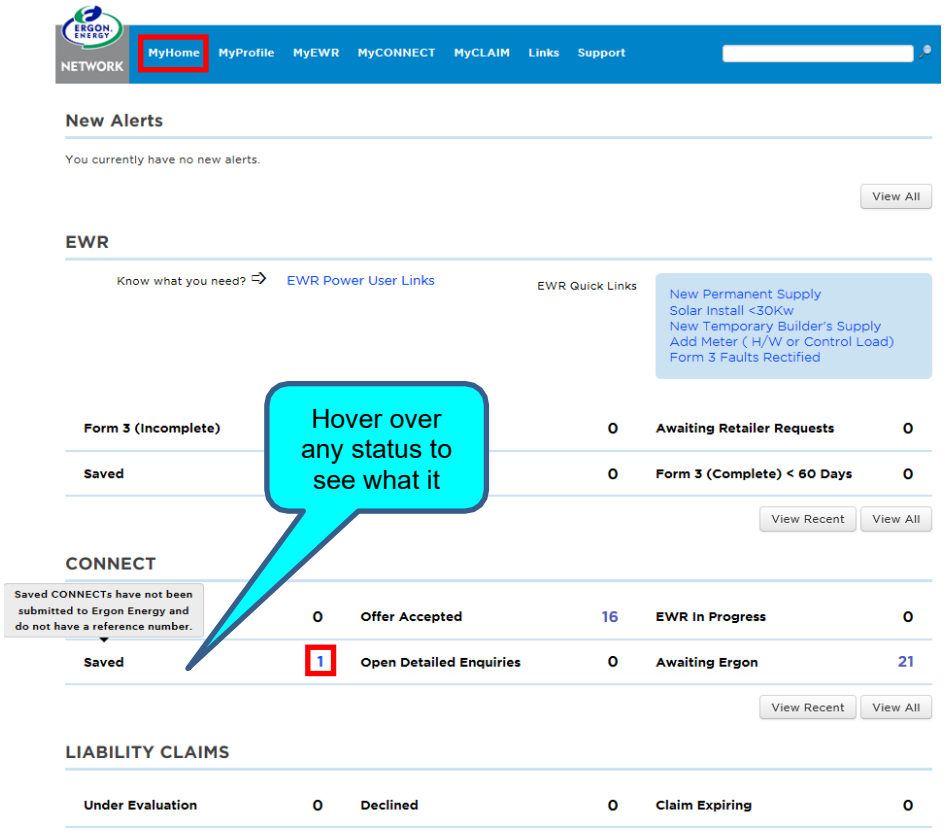
4. The relevant list of Connects will display. The **View** or **Edit (for saved Connects)** buttons can be used to access them.



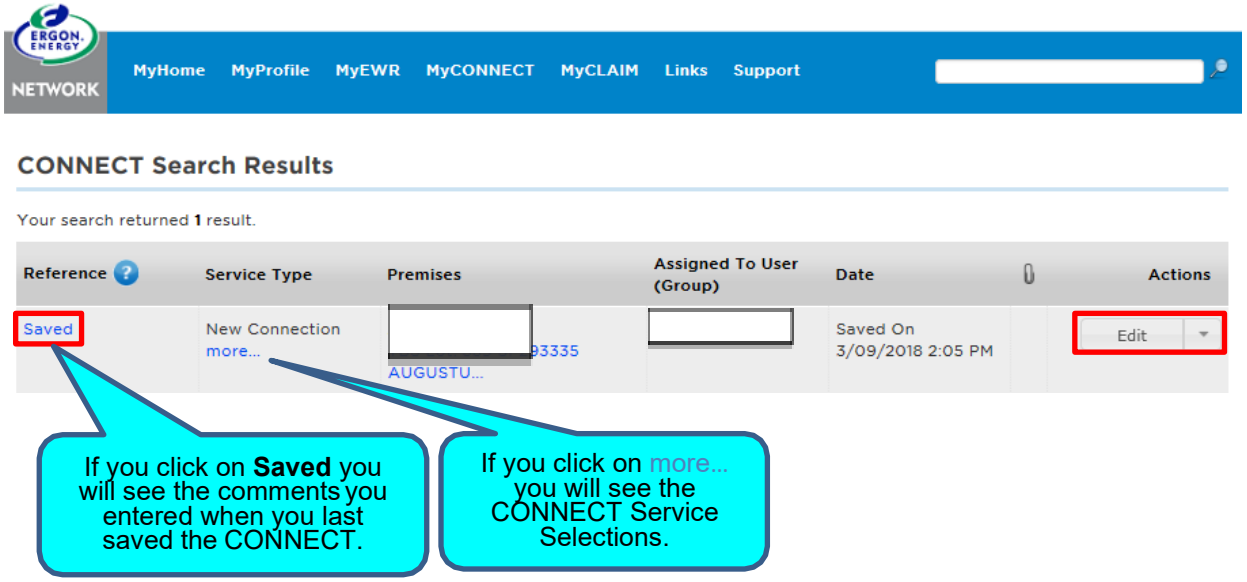
Retrieving saved incomplete Connects

There are a couple of ways to retrieve saved incomplete Connect Applications in the Portal.

1. Your **MyHome** screen shows a summary of all your EWRs, Form 3s and Connects. To view a saved incomplete, Connect, click on the **number** next to your **Saved Connects**.



2. You will see a list of your saved Connects. To retrieve one, click **Edit** next to it. The Connect will open so you can keep working on it.

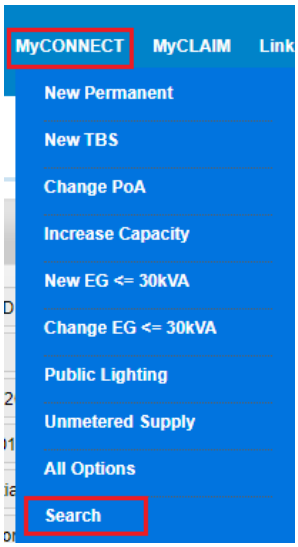


3. You can also **Search** for saved Connects, read more below.

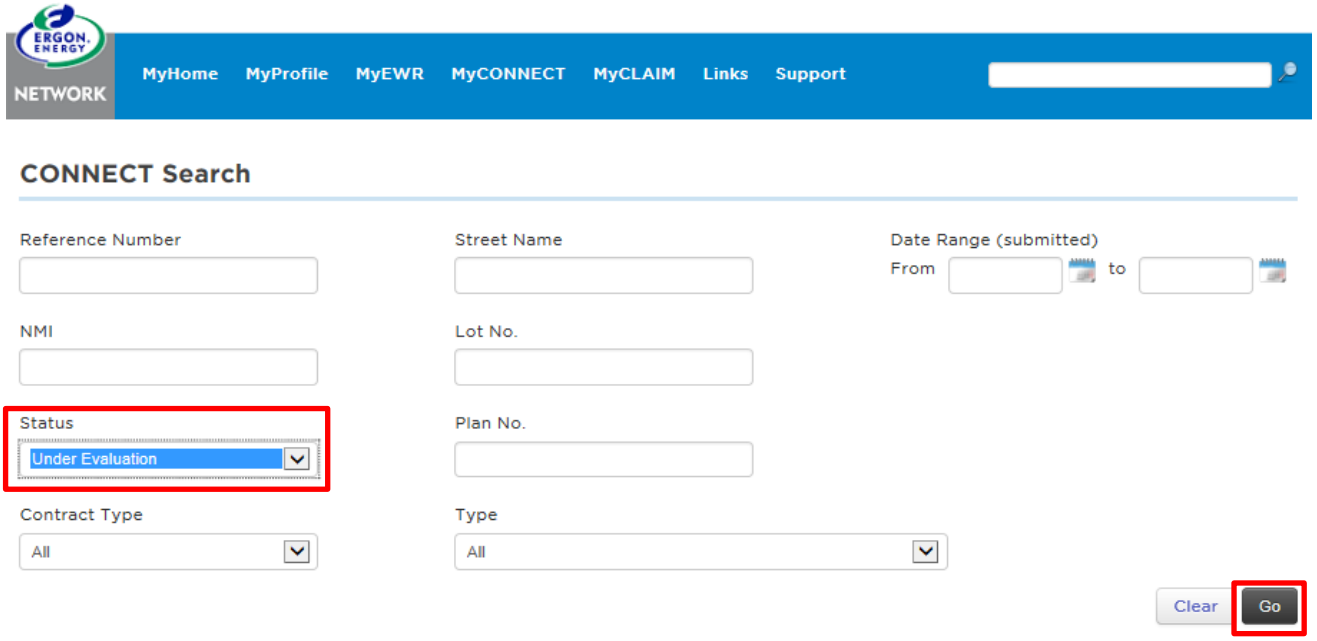
How to Search for a Connect Application

There are two ways to search for your Connect Applications in the Portal.

1. Click on **Search** under the **MYConnect** menu.

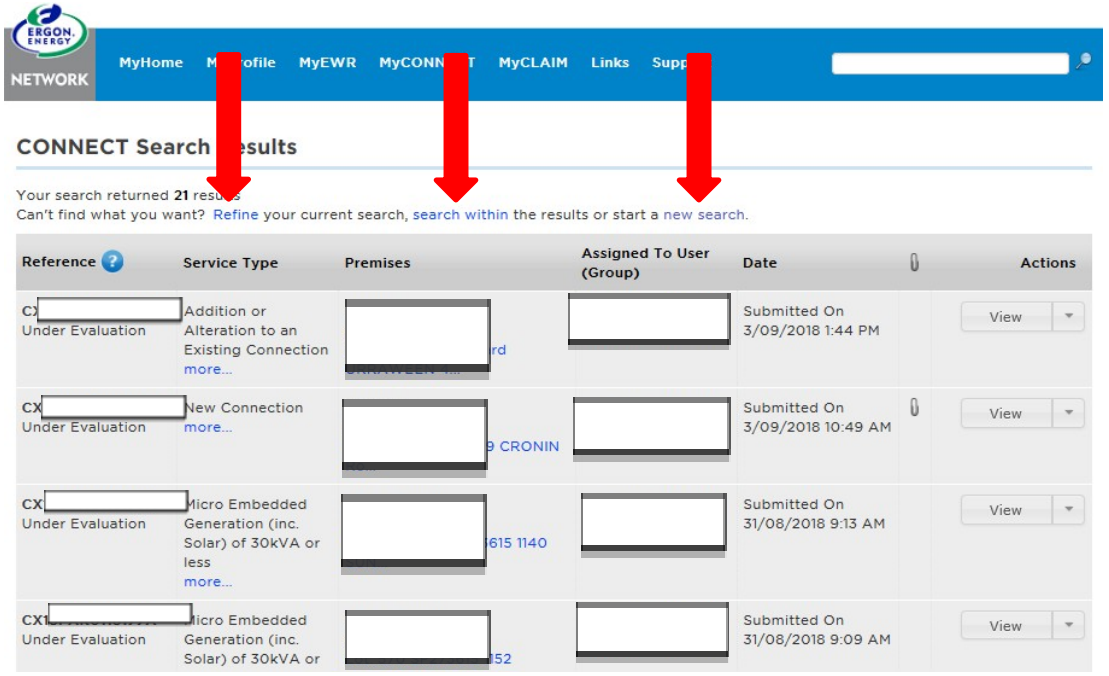


2. Complete the applicable fields and click on **Go.** In this example I selected a **Status** of **Under Evaluation.**



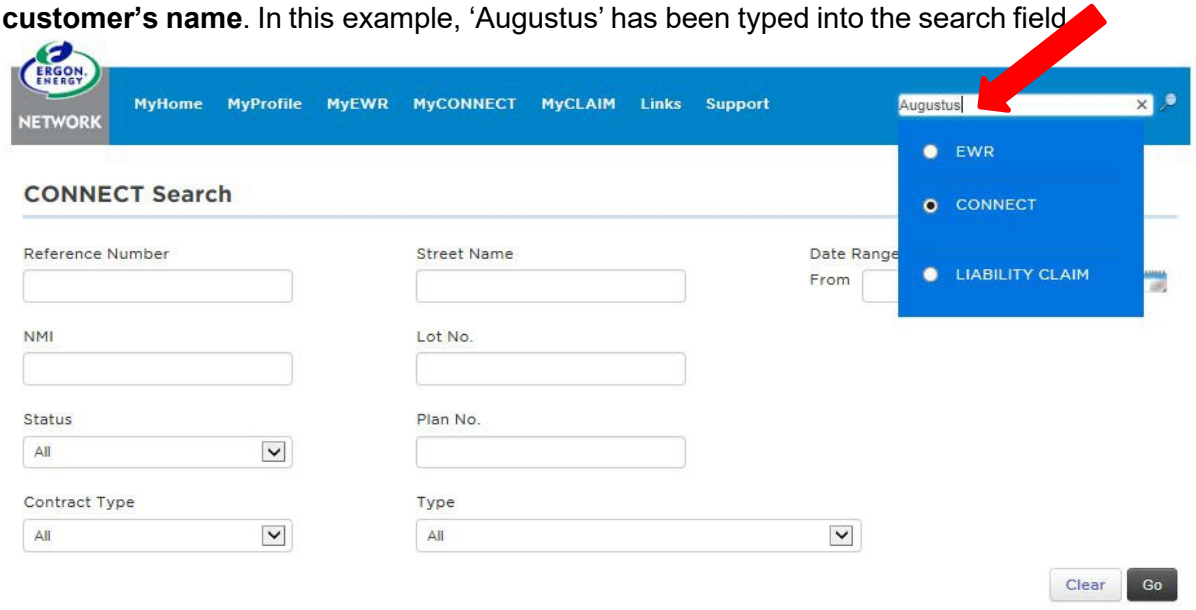
3. The search results will display. If you return multiple results you will have the option to:

- **Refine** your current search
- **Search within** the results
- Start a **new search**

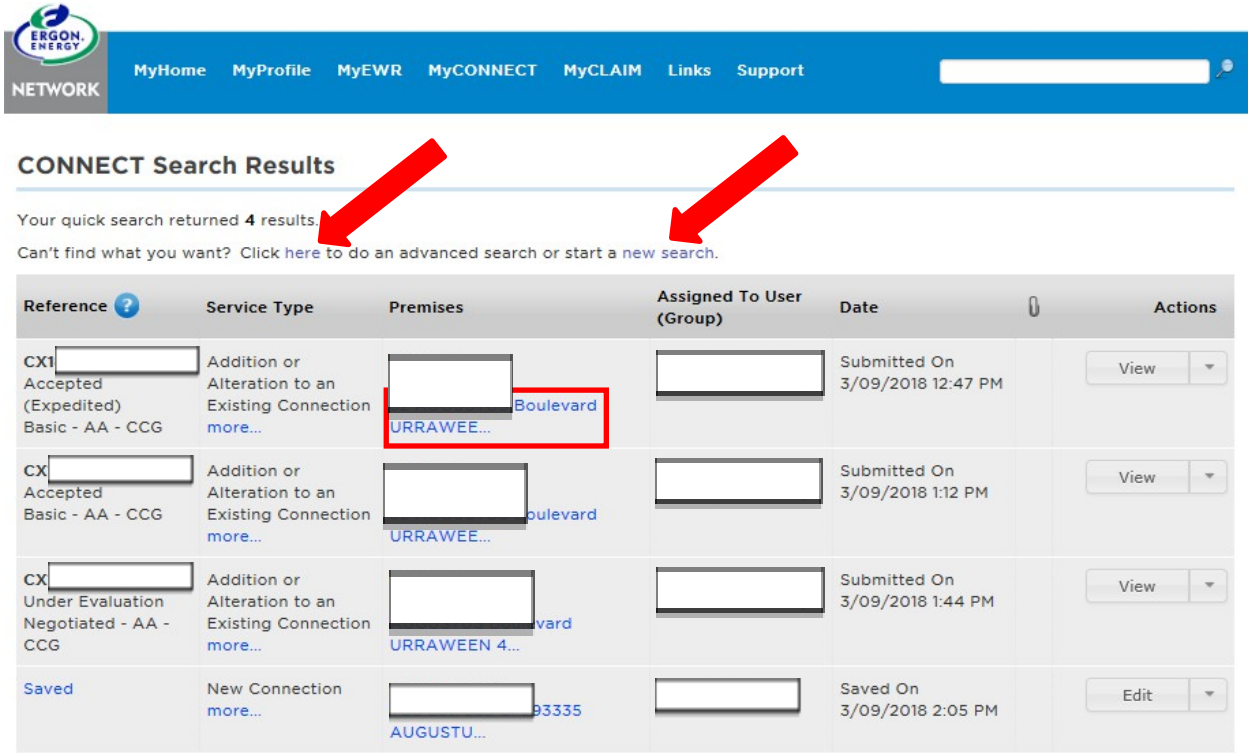


4. Alternatively, you can type into the **Search field** in the top navigation bar. Make sure **Connect** is selected and click on the **magnifying glass**.

What you enter into this field can be a **Connect reference, a NMI, a street name or even a customer's name**. In this example, 'Augustus' has been typed into the search field.



5. The search results only show your Connect Applications that contain ‘Augustus’. From this screen you can further refine your search results with an **advanced search or** start a **new search**.

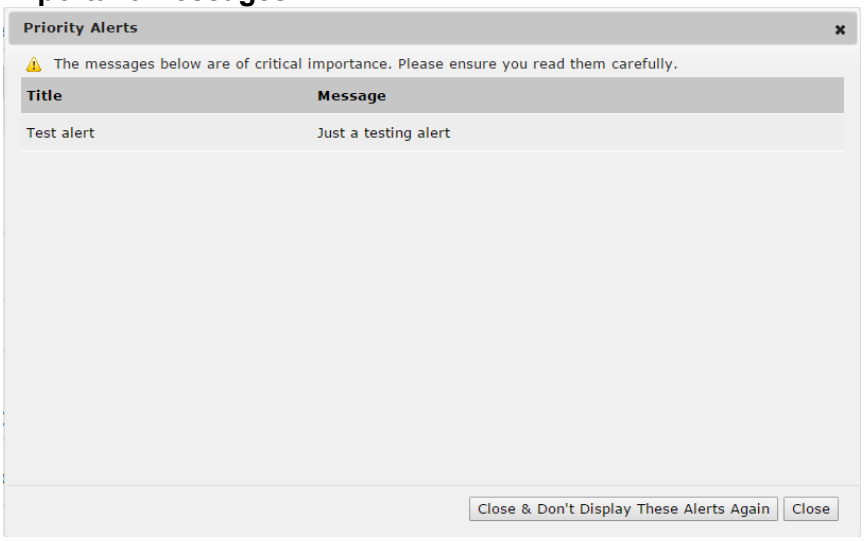


NEED TO KNOW

Group Managers can view all CONNECT Applications submitted for the Group.
Group Members can only view CONNECT Applications they have submitted.

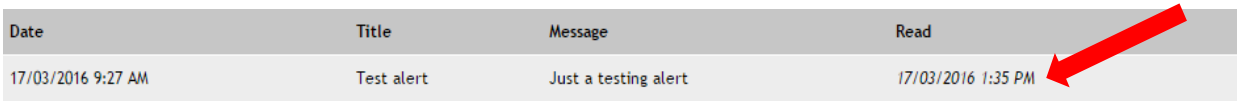
Alerts

Sometimes when you login to the Portal you will see an **Alert** pop-up message. These are **important messages** from us.

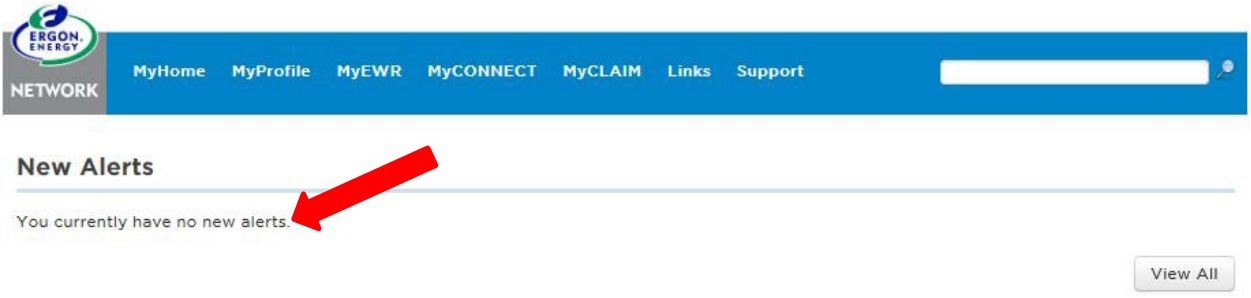


When you close the Alert, you can still view it on your MyHome screen under **New Alert**. You can view Alerts by clicking **View All.** You can also **Mark as read**.

If you **Mark As Read** the Alert will be **time-stamped** to show when you marked it as read.



Also, when you **Mark As Read** the Alert will be **removed** from your **MyHome** screen.



Connect/Enquiry Status Definitions

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.
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.

Electrical Partners Portal Status	Status Description
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.