

# Electrical Partners Portal Connect Application



**NETWORK**

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 ConnectApplication

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.

The screenshot shows the MyHome dashboard with the following sections:

- New Alerts:** A message stating "You currently have no new alerts." with a "View All" button.
- EWR (Electrical Work Request):** A section with a "Know what you need?" link to "EWR Power User Links" and "EWR Quick Links" for "New Permanent Supply", "Solar Install <30Kw", "New Temporary Builder's Supply", "Add Meter ( H/W or Control Load)", and "Form 3 Faults Rectified". Below this is a table of application counts:

Form 3 (Incomplete)	7	Open	1018	Awaiting Retailer Requests	268
Saved	181	Open > 30 Days	997	Form 3 (Complete) < 60 Days	1

Buttons: "View Recent", "View All"

- CONNECT:** A section with a table of application counts:

Under Offer	7	Offer Accepted	298	EWR In Progress	564
Saved	0	Open Detailed Enquiries	37	Awaiting Ergon	365

Buttons: "View Recent", "View All"

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.

The screenshot shows the MyConnect menu and the Service Selection form:

- MyCONNECT Menu:** A dropdown menu with options: "New Permanent", "New TBS", "Change PoA", "Increase Capacity", "New EG <= 30kVA", "Change EG <= 30kVA", "Public Lighting", "Unmetered Supply", "All Options", and "Search".
- Service Selection Form:** A form titled "Service Selection" with the instruction "Select the CONNECT Service Type required". It contains four dropdown menus labeled 1, 2, 3, and 4, each with "Please Select..." as the placeholder text. A "Cancel" button and a "Next >>" button are at the bottom.

## 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 <b>the Large Secondary load</b> 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  $\leq 30\text{kVA}$  or  $>30\text{kVA}$ .*

## 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.

Premises/Address Search

Search by [NMI](#), Meter Number, Address or Lot and Plan

NMI  Search

### 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.

Premises/Address Search

Search by [NMI](#) Meter Number, Address or Lot and Plan

NMI  x Search

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.

Premises Details

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

Premises/Address Search

Search by [NMI](#), Meter Number, Address or Lot and Plan

Address Search Results (click to select the correct address)

NMI	Address	NMI Status	Connection Type	Tariff
		NEVER CONNECTED	PERMAN	NVG1

Additional NMI information has been added to assist with selecting the correct NMI.

**NEED TO KNOW**

You will only be able to select a NMI that matches your work type. For example, if you are submitting a Connection 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).

Search Again

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**.

**Premises/Address Search**

Search by NMI, Meter Number, [Address](#) or Lot and Plan

**No Results Found!**

**Having problems locating an address?**

- Search again and try refining your criteria to include a street or lot number.
- Check your request type, as only specific types of Connects/EWRs can be logged against an appropriate NMI type

**Still having problems with a Connect Application?**

Continue with your application by selecting the "NMI creation required" button below, ensuring you fill in the Premises Details section.

**Still having problems with a EWR?**

The address you have entered has no available NMI valid for the service selection you have chosen, please check your request type or try a search using the meter number.

NMI Status	Definition
<b>NEVER CONNECTED</b>	The NMI has not yet been published to the National Electricity Market and has not been connected.
<b>GREENFIELD</b>	The NMI has been published to the National Electricity Market but has not yet been Connected.
<b>ACTIVE</b>	The NMI has been connected to the electricity network.
<b>DE-ENERGISED</b>	The NMI has been temporarily disconnected from the network. EWRs can still be submitted on these NMIs.
<b>EXTINCT</b>	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
<b>PERMAN</b>	Permanent Supply
<b>TEMPOR</b>	Builder's Temporary Supply
<b>UNMTSU</b>	Un-Metered Supply
<b>CMTY</b>	Community Supply
<b>LIGTNG</b>	Lighting – public or streetlight supply
<b>MULCON</b>	Multi Connection – can be listed for units
<b>OTHER</b>	Can be used if Connection Type is Unknown

## Search by Meter Number

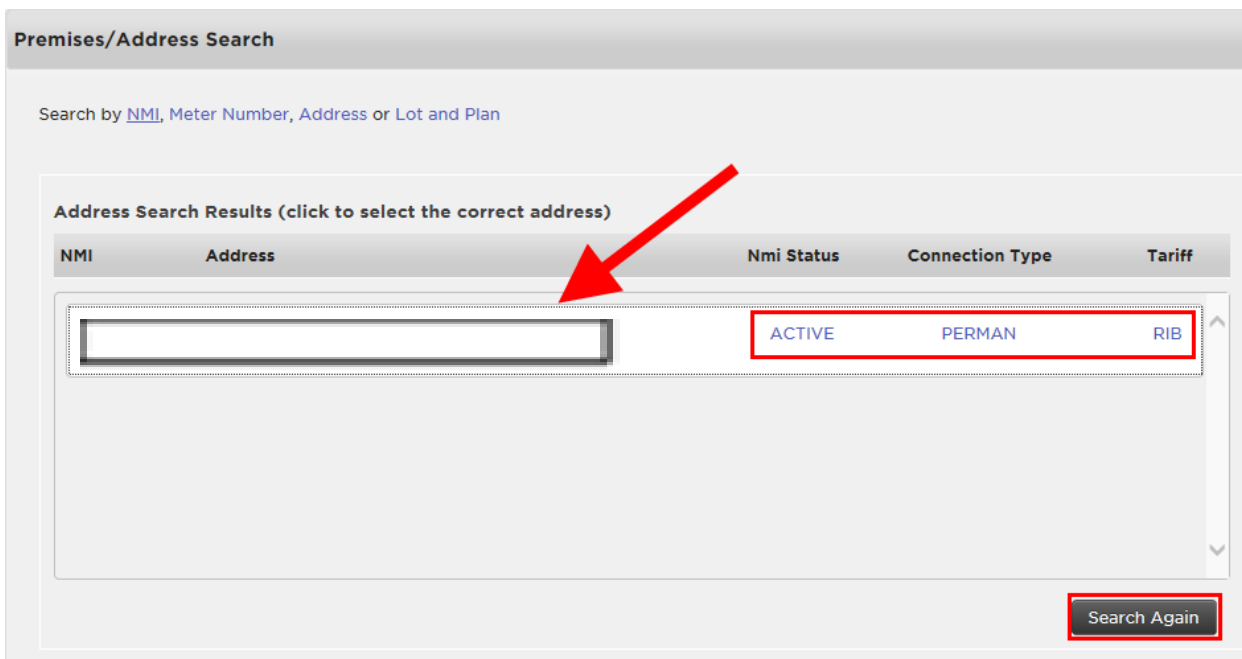
You can search for a premise by entering the meter number.

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



The screenshot shows the 'Premises/Address Search' header. Below it, there are search options: 'Search by NMI', 'Meter Number', and 'Address or Lot and Plan'. The 'Meter Number' option is highlighted with a red box. Below the options is a text input field labeled 'Meter Number' and a blue 'Search' button. A red arrow points to the 'Search' button.

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**.



The screenshot shows the 'Premises/Address Search' header. Below it, there are search options: 'Search by NMI, Meter Number, Address or Lot and Plan'. Below the options is a section titled 'Address Search Results (click to select the correct address)'. This section contains a table with the following columns: 'NMI', 'Address', 'Nmi Status', 'Connection Type', and 'Tariff'. The 'Address' column is highlighted with a red box. Below the table is a 'Search Again' button, also highlighted with a red box. A red arrow points to the 'Address' column.

NMI	Address	Nmi Status	Connection Type	Tariff
		ACTIVE	PERMAN	RIB

## 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.

**Premises/Address Search**

Search by NMI, Meter Number **Address** or Lot and Plan

Enter Street and Suburb/Postcode  ?

e.g. GORMLEYS RD SEAFORTH  
GORMELYS RD 4741

To refine the search, enter any of the following...

Street No.

Lot No.

Unit No.  **Search for Address**

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

Search by NMI, Meter Number, **Address** or Lot and Plan

Enter Street and Suburb/Postcode  x ?

- COLERAINE STATION RICHMOND QLD 4822
- COLERAINE RD MITCHELL QLD 4465
- COLERAINE ST ANNANDALE QLD 4814

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

Enter Street and Suburb/Postcode  x ?

- COLERAINE ST ANNANDALE QLD 4814
- COLEUS CT ANNANDALE QLD 4814
- COLLEGE LANE DOUGLAS QLD 4814
- COLLINS ST AITKENVALE QLD 4814
- COLUMBIA WAY DOUGLAS QLD 4814
- COOLIDGE ST MOUNT LOUISA QLD 4814
- COOLULLAH CT ANNANDALE QLD 4814
- COORA ST VINCENT QLD 4814
- COORABIN AVE DOUGLAS QLD 4814
- CORBETT ST MOUNT LOUISA QLD 4814
- CORDELIA AVE CRANBROOK QLD 4814
- CORELLA CRES MOUNT LOUISA QLD 4814
- CORMORANT CT DOUGLAS QLD 4814
- CORPORATE CRES GARBUTT QLD 4814
- CORRES CT CRANBROOK QLD 4814

**Premises Details**

NMI  Details

on about the premises address. Maximum 70 characters.

If you can't find your premises by just the postcode and street name, add in the Street Type abbreviation at the end – e.g. st, ct, ave, dr, pl, cct, cres, lane.

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

Enter Street and Suburb/Postcode  x ?

- AUGUSTUS BVD URRAWEEN QLD 4655
- AUGUSTUS ST MOOROObOOL QLD 4870
- AUGUSTUS ST YAAMBA QLD 4704
- AUGUSTUS ST EMU PARK QLD 4710

## 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**.

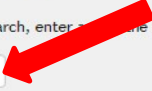
Premises/Address Search

Search by [NMI](#), Meter Number, Address or Lot and Plan

Enter Street and Suburb/Postcode  ✓ ?

e.g. GORMLEYS RD SEAFORTH  
GORMELYS RD 4741

To refine the search, enter the following...

Street No.  

Lot No.

Unit No.

Unable to find the premises? [Manually enter a new premises.](#)

**Tip!** You have selected the street and suburb/postcode, click on Search for Address to select the correct address.

If known, enter the Street No, Lot No or Unit No before clicking Search for Address to refine the search results.

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**.

Premises/Address Search

Search by [NMI](#), Meter Number, Address or Lot and Plan

Address Search Results (click to select the correct address)

NMI	Address	Nmi Status	Connection Type	Tariff
<input type="text"/>	<input type="text"/>	ACTIVE	PERMAN	RIB

## 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**.

Premises/Address Search

Search by NMI, Meter Number, Address or **Lot and Plan**

Lot Number

and...

Plan Number

Unable to find the ...

Enter a Plan number with or without alphabetic characters. Eg. 12345 or CP12345. Plan numbers entered with alphabetic characters (eg. CP12345) implies an exact search.

You can enter the Plan Number with or without the letters at the beginning.

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

Premises/Address Search

Search by [NMI](#), Meter Number, Address or [Lot and Plan](#)

Address Search Results (click to select the correct address)

NMI	Address	Nmi Status	Connection Type	Tariff
		ACTIVE	PERMAN	RIB

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

Premises/Address Search

Search by NMI, Meter Number, Address or [Lot and Plan](#)

**No Results Found!**

**Having problems locating an address?**

- Search again and try refining your criteria to include a street or lot number.
- Check your request type, as only specific types of Connects/EWRs can be logged against an appropriate NMI type

**Still having problems with a Connect Application?**

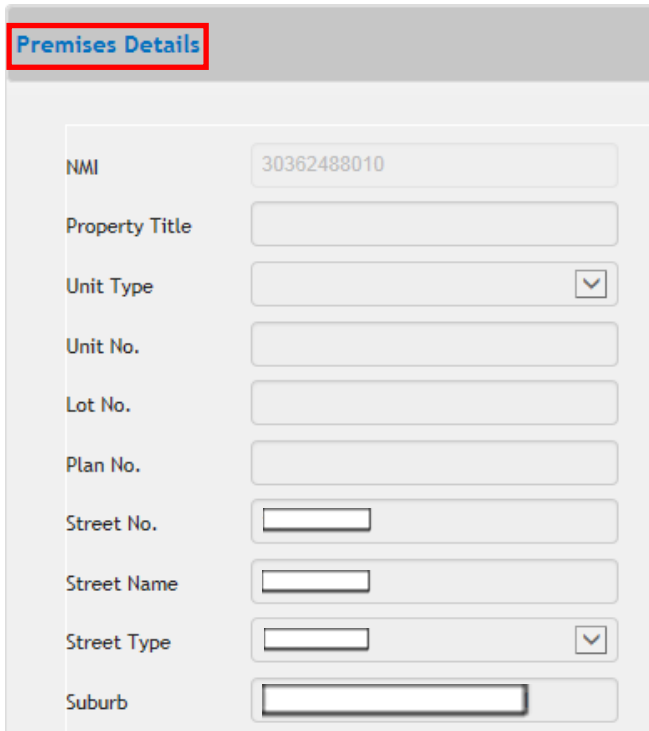
Continue with your application by selecting the "NMI creation required" button below, ensuring you fill in the Premises Details section.

**Still having problems with a EWR?**

The address you have entered has no available NMI valid for the service selection you have chosen, please check your request type or try a search using the meter number.

## 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.



The screenshot shows a form titled "Premises Details" with the following fields:

- NMI: 30362488010
- Property Title: [Empty]
- Unit Type: [Dropdown]
- Unit No.: [Empty]
- Lot No.: [Empty]
- Plan No.: [Empty]
- Street No.: [Empty]
- Street Name: [Empty]
- Street Type: [Dropdown]
- Suburb: [Empty]

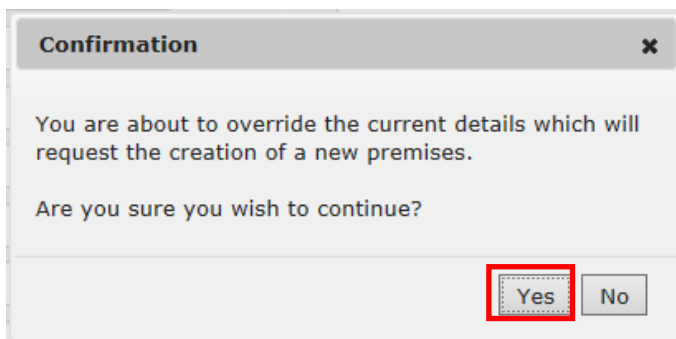
A red arrow points to the "Street No." field.

## 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**.



The screenshot shows a "Confirmation" dialog box with the following text:

You are about to override the current details which will request the creation of a new premises.

Are you sure you wish to continue?

Buttons: Yes, No

The "Yes" button is highlighted with a red box.



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.

The screenshot shows the 'Premises Details' form with the following fields: NMI, Property Title, Unit Type (dropdown), Unit No., Lot No., Plan No., Street No., Street Name, Street Type (dropdown with 'Please Select...' selected), and Suburb. A red box highlights the 'Validate Address' button at the bottom right, which has a question mark icon next to it.

**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.

The screenshot shows the 'Premises Details' form with the 'Street Name' field populated with 'Bower'. A dropdown list is visible below the field, showing a list of street names and addresses. A red arrow points to the first item in the list: 'BOWEN DEVELOPMENT RD BOWEN QLD 4805'. Other items include 'BOWEN HILL BOWEN QLD 4805', 'BOWENVILLE-IRVINGDALE RD BOWENVILLE QLD 4404', 'BOWENVILLE-MOOLA RD BOWENVILLE QLD 4404', 'BOWENVILLE-NORWIN RD BOWENVILLE QLD 4404', 'BOWENVILLE-ACLAND RD BOWENVILLE QLD 4404', 'BOWENVILLE-BLAXLAND RD BOWENVILLE QLD 4404', 'EDGERTON RD BOWEN QLD 4805', 'EGLINGTON ST BOWEN QLD 4805', 'ELPHINSTONE ST BOWEN QLD 4805', 'EMMERSON DR BOWEN QLD 4805', 'ESPLANADE BOWEN QLD 4805', 'DALMORE LANE BOWEN QLD 4805', and 'DALRYMPLE ST BOWEN QLD 4805'.

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**

**Premises Details**

NMI	<input type="text"/>
Property Title	<input type="text"/>
Unit Type	<input type="text" value="v"/>
Unit No.	<input type="text"/>
Lot No.	10
Plan No.	SP223208
Street No.	420
Street Name	<input type="text"/>
Street Type	Street <input type="text" value="v"/>
Suburb	<input type="text"/>

**Address Validated ✓**  
**Installation Details Available ✓**

**Neither validated**

**Premises Details**

NMI	<input type="text"/>
Property Title	<input type="text"/>
Unit Type	<input type="text" value="v"/>
Unit No.	<input type="text"/>
Lot No.	<input type="text"/>
Plan No.	<input type="text"/>
Street No.	37
Street Name	<input type="text"/>
Street Type	Please Select... <input type="text" value="v"/>
Suburb	<input type="text"/>

**Address NOT Validated ✗**  
**Installation Details NOT Available ✗**

**Address only validated**

NMI	<input type="text"/>
Property Title	<input type="text"/>
Unit Type	<input type="text" value="v"/>
Unit No.	<input type="text"/>
Lot No.	10
Plan No.	SP255980
Street No.	14
Street Name	<input type="text"/>
Street Type	Street <input type="text" value="v"/>
Suburb	<input type="text"/>

**Address Validated ✓**  
**No Connection Point ?**

**Installation Details only validated**

NMI	<input type="text"/>
Property Title	<input type="text"/>
Unit Type	<input type="text" value="v"/>
Unit No.	<input type="text"/>
Lot No.	1
Plan No.	RP603126
Street No.	<input type="text"/>
Street Name	<input type="text"/>
Street Type	Please Select... <input type="text" value="v"/>
Suburb	<input type="text"/>

**Address NOT Validated ✗**  
**Installation Details Available ✓**

## 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.

**Premises Details**

NMI	<input type="text"/>
Property Title	<input type="text"/>
Unit Type	<input type="text"/> <input type="button" value="v"/>
Unit No.	<input type="text"/>
Lot No.	<input type="text"/>
Plan No.	<input type="text"/>
Street No.	<input type="text"/>
Street Name	<input type="text"/>
Street Type	Please Select... <input type="button" value="v"/>
Suburb	<input type="text"/>

**Additional Address Details**  
Provide extra information about the premises location. Maximum 70 characters.

Is your property part of a newly constructed residential sub-division?  Yes  No

Supply Type  Overhead  Underground

Are both adjacent homes currently connected to the network?  Yes  No

Is there a Pole/Pillar on the boundary of the property?  Yes  No

Is electricity supply available to your property from the existing Ergon Energy network?  Yes  No

Direction to access main switchboard

If this request is for a multiple-occupancy premises, how many requests will be submitted?

Do you anticipate vegetation control will be required to carry out request?  
 Yes  No

Is this Premises on a Single Wire Earth Return (SWER) Network?  
 Yes  No

This application is for a proposed SGA Site  Yes  No

This application is for the following NMI  Retail Customer  SGA

Registered Market Participant

Other NMI Connected  Yes  No

Other NMI Please Select...

Other NMI required to be created at same address  Yes  No

### **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

**Premises Details**

NMI: 30335811347

Property Title: [Text Box]

Unit Type: [Dropdown]

Unit No.: 1

Lot No.: 1

Plan No.: [Text Box]

Street No.: 45

Street Name: [Text Box]

Street Type: Street [Dropdown]

Suburb: [Text Box]

Change Premises [Button]

**Additional Address Details**

Provide extra information about the premises location. Maximum 70 characters.

[Text Box]

Is electricity supply available to your property from the existing Ergon Energy network?  Yes  No [Help]

Direction to access main switchboard

[Text Box]

If this request is for a multiple-occupancy premises, how many requests will be submitted?

[Text Box]

Do you anticipate vegetation control will be required to carry out request?

Yes  No

Is this Premises on a Single Wire Earth Return (SWER) Network?

Yes  No [Help]

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

Yes  No [Help]

The following NMI's at this address will be participating in the EGS scheme at this site.

Select your NMIs ...

- Select all
- 303358 [Redacted]
- 303358 [Redacted]
- 303358 [Redacted]

**Applicant**

Applicant Type: Please Select... [Dropdown]

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.

The screenshot shows the 'Applicant' form with the following fields and values:

- Applicant Type: Please Select
- Group: Please Select...
- Business/Individual: Business (selected)
- Business Name: [Empty]
- ABN No.: [Empty]
- Postal Address: [Empty]
- Postal Suburb: [Empty]
- Postal State: Queensland
- Postcode: [Empty]
- First Name: Freddy
- Last Name: Smith
- Mobile No.: 040000111
- Other Contact No.: [Empty]
- Email Address: [Empty]
- Preferred Contact: Email
- The Applicant will be responsible for any related charges:

This screenshot shows the 'Applicant' form with several callouts:

- Applicant** (Title)
- Applicant Type: Electrical Contractor
- Group: [Empty] (Callout: "If you are a member of more than one Group, select the correct one.")
- Business/Individual: Business (selected)
- Business Name: JMS Electrical (Callout: "If Business is selected, then Business Name is mandatory.")
- ABN No.: 12345678912
- Postal Address: PO Box 10
- Postal Suburb: Testertown
- Postal State: Queensland
- Postcode: 4121
- First Name: [Empty]
- Last Name: [Empty]
- Mobile No.: 040000111
- Other Contact No.: [Empty]
- Email Address: testportal74@yahoo.com
- Preferred Contact: Email
- The Applicant will be responsible for any related charges:  (Callout: "If the Applicant is responsible for charges, ensure you tick this box.")

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

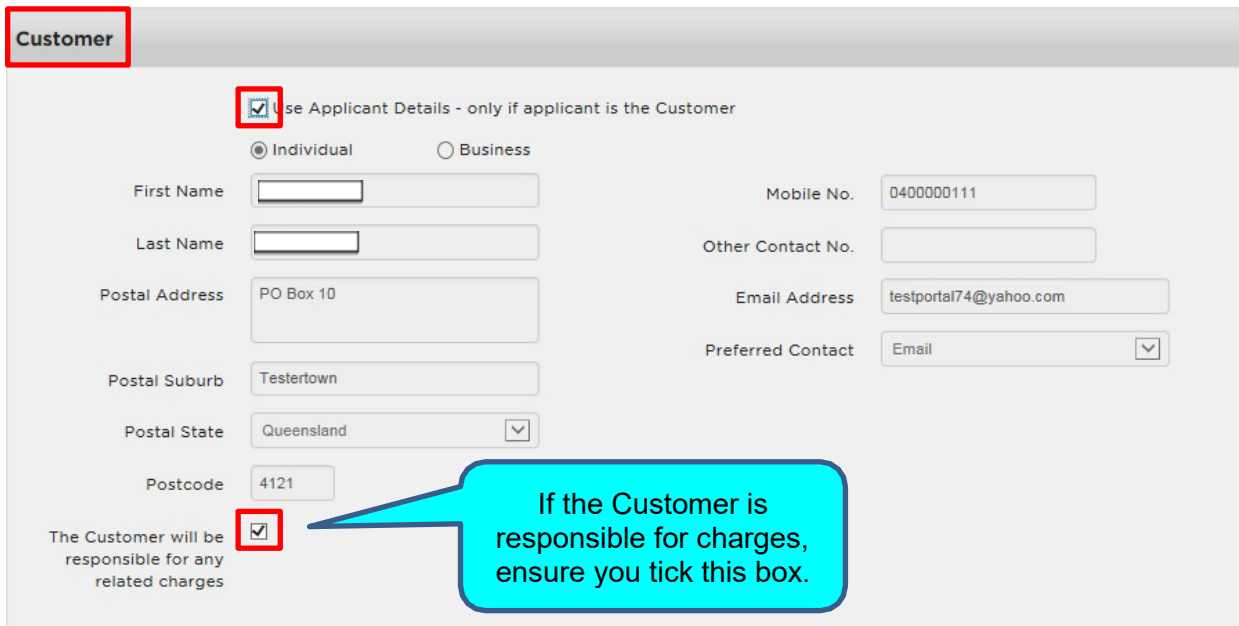
This screenshot shows the 'Applicant' form with the following fields and values:

- Applicant Type: Other (on behalf of customer) specify
- Group: Please Select...
- Other: [Empty] (Red arrow points to this field)

## 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.



**Customer**

Use Applicant Details - only if applicant is the Customer

Individual  Business

First Name

Last Name

Postal Address

Postal Suburb

Postal State

Postcode

Mobile No.

Other Contact No.

Email Address

Preferred Contact

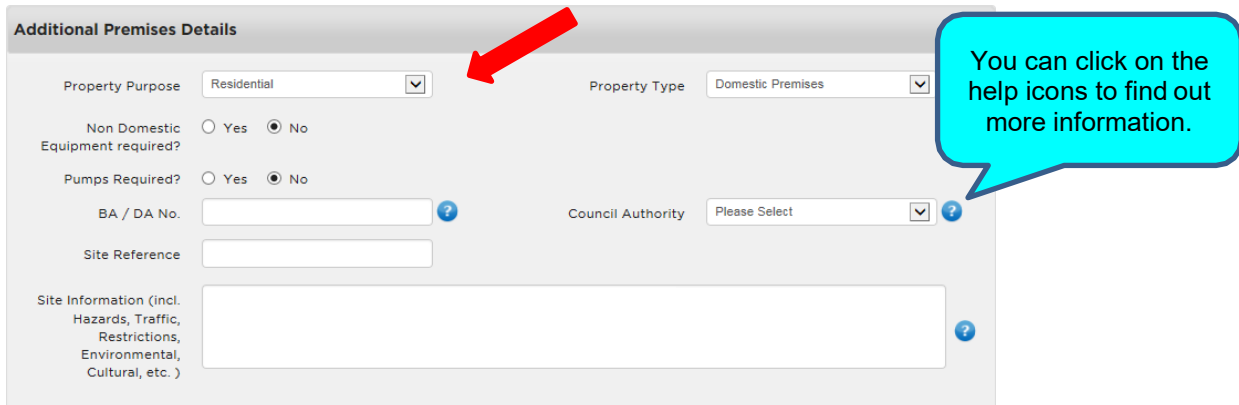
The Customer will be responsible for any related charges

If the Customer is responsible for charges, ensure you tick this box.

## 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.



The screenshot shows the 'Additional Premises Details' form. A red arrow points to the 'Property Purpose' dropdown menu, which is currently set to 'Residential'. A blue speech bubble points to the help icons (question marks) next to the 'BA / DA No.', 'Council Authority', and 'Site Information' fields. The form includes the following fields:

- Property Purpose: Residential (dropdown)
- Property Type: Domestic Premises (dropdown)
- Non Domestic Equipment required?:  Yes  No
- Pumps Required?:  Yes  No
- BA / DA No.: [text input] ?
- Council Authority: Please Select (dropdown) ?
- Site Reference: [text input]
- Site Information (incl. Hazards, Traffic, Restrictions, Environmental, Cultural, etc.): [text area] ?

## 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

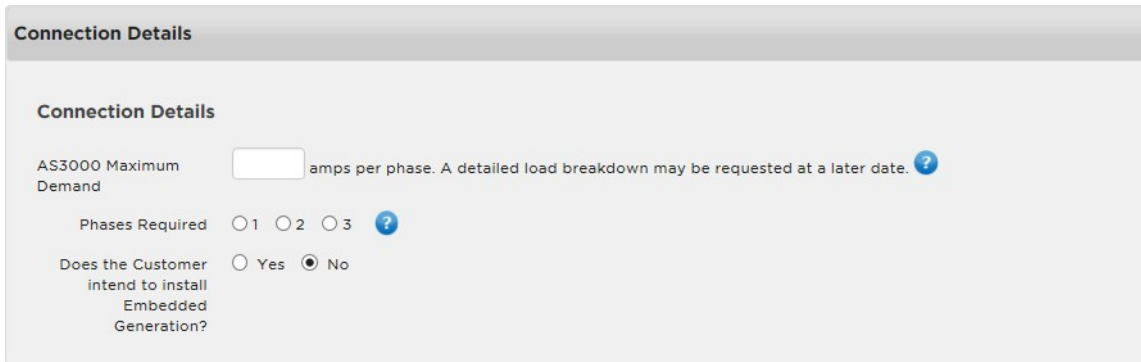
The following table includes information on certain fields that require a considered response.

Field	Description
<b>Size</b>	Enter the Equipment or Pump size (numeric). This is a mandatory field.
<b>Size Units</b>	Select the appropriate unit of measure from the drop-down box: 'hp', 'kW' or 'kVA'. This is a mandatory field.
<b>Restart Method</b>	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.
<b>Delay (mins)</b>	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.
<b>Power Factor</b>	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.

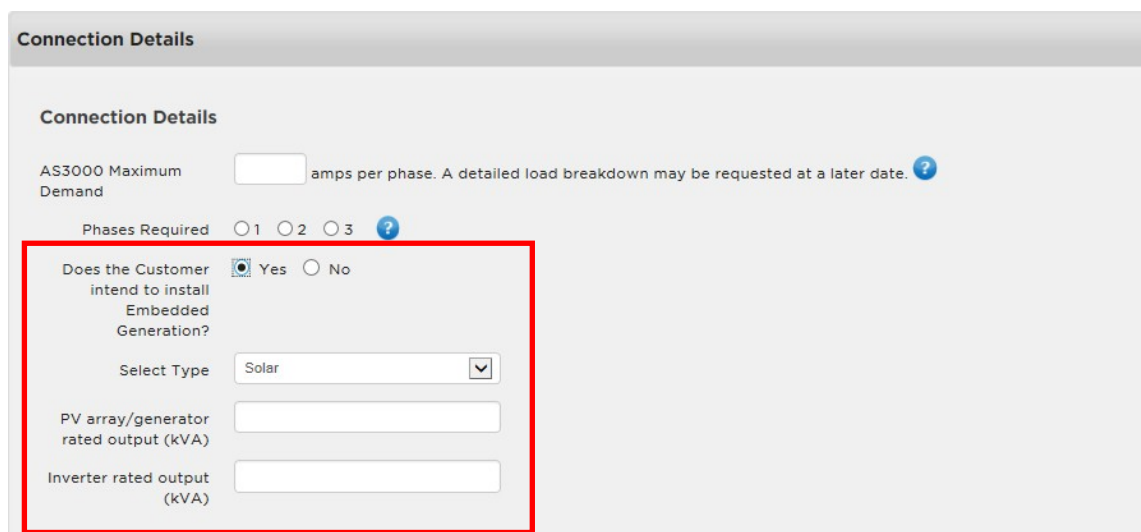


The screenshot shows the 'Connection Details' form with the following fields:

- AS3000 Maximum Demand: A text input field followed by the text 'amps per phase. A detailed load breakdown may be requested at a later date.' and a help icon.
- Phases Required: Radio buttons for 1, 2, and 3, with a help icon.
- Does the Customer intend to install Embedded Generation?: Radio buttons for Yes and No, with 'No' selected.

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.



The screenshot shows the 'Connection Details' form with the following fields:

- AS3000 Maximum Demand: A text input field followed by the text 'amps per phase. A detailed load breakdown may be requested at a later date.' and a help icon.
- Phases Required: Radio buttons for 1, 2, and 3, with a help icon.
- Does the Customer intend to install Embedded Generation?: Radio buttons for Yes and No, with 'Yes' selected.
- Select Type: A dropdown menu with 'Solar' selected.
- PV array/generator rated output (kVA): A text input field.
- Inverter rated output (kVA): A text input field.

The area containing the 'Does the Customer intend to install Embedded Generation?' question, the 'Select Type' dropdown, and the two kVA input fields is highlighted with a red border.

## 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.

### Additional Residential Connection Details

Please provide further detail of the expected demand for the Premises

How many rooms will the dwelling have?

Swimming Pool  New  Existing  N/A

Electric Hotplates  New  Existing  N/A

Electric Oven  New  Existing  N/A

Dishwasher  New  Existing  N/A

#### Refrigerators and Freezers

Single Refrigerator  New  Existing  N/A

Refrigerator/Freezer Combination  New  Existing  N/A

Stand Alone Freezer  New  Existing  N/A

Pressure Pump/s  New  Existing  N/A

#### Select Hot Water System

Heat Pump  New  Existing  N/A

Electric  New  Existing  N/A

Solar with Electric Booster  New  Existing  N/A

#### Air Conditioners

Living Areas  New  Existing  N/A

Bedrooms  New  Existing  N/A

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

### Air Conditioners

Living Areas  New  Existing  N/A

kW

BTUs

Bedrooms  New  Existing  N/A

kW

BTUs

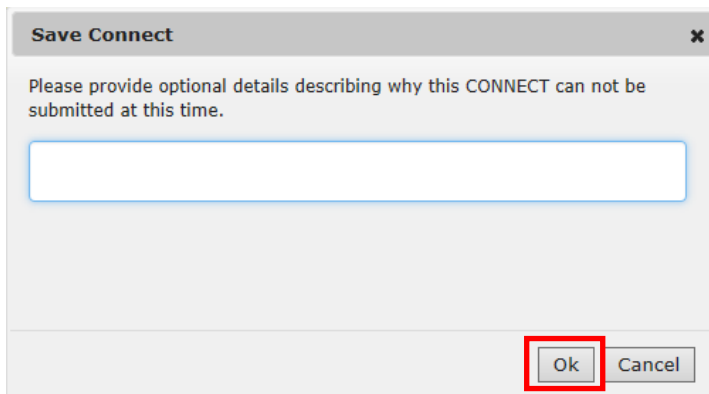
## Attachments

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

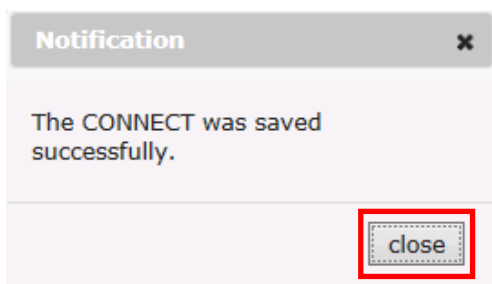
1. Under Attachments, click on the link **Click here to save**, or click on **Save** at the bottom of the Connect screen.



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



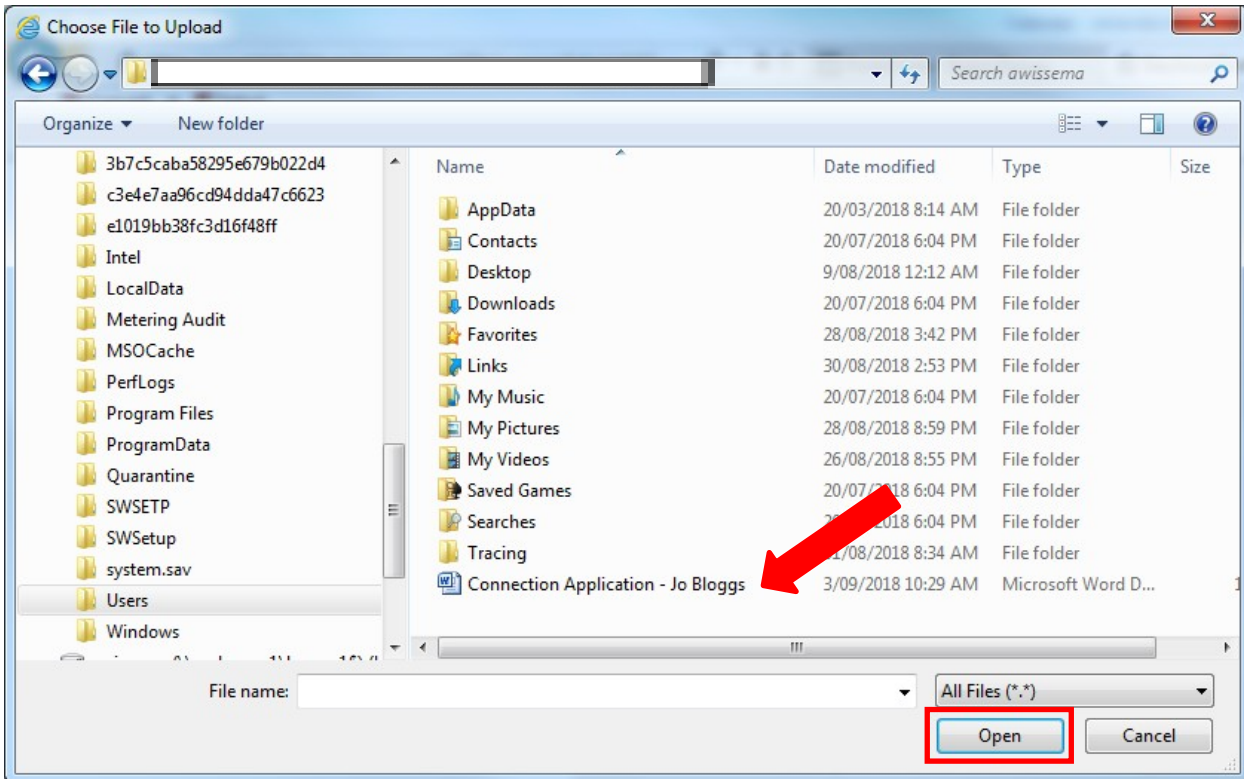
3. You will receive a message to advise that the Connect has saved successfully. Click **Close**.



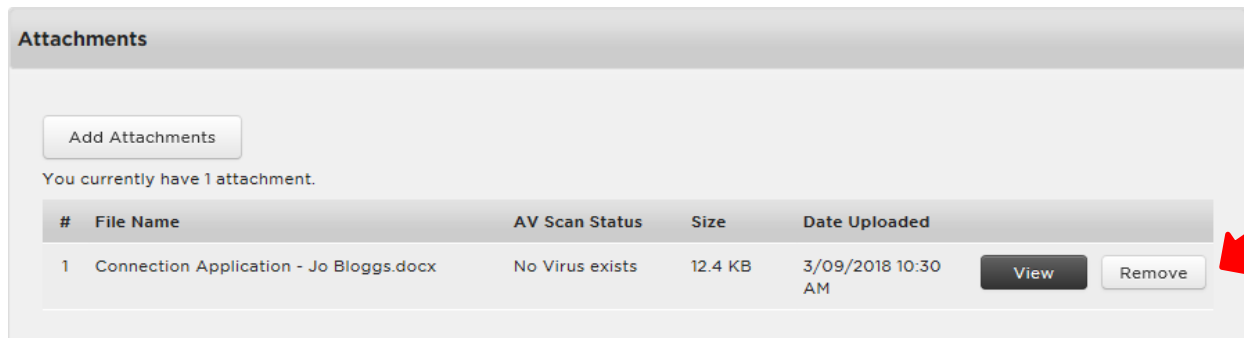
4. Go back to Attachments and click **Add Attachments**.



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

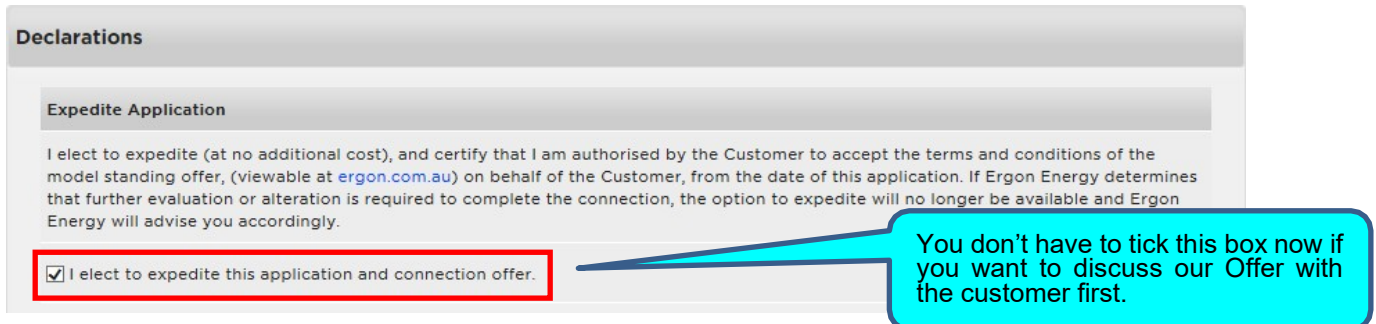
- The system will complete a scan on the document to ensure no viruses exist. Once completed, AV Scan Status of Awaiting Scan will change to Completed.
- You can attach up to **five files at 4 MB each**.
- The allowed file types are jpg, jpeg, gif, png, raw, bmp, tif, pdf, doc, docx, txt, xls, xlsx, 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.**



**Declarations**

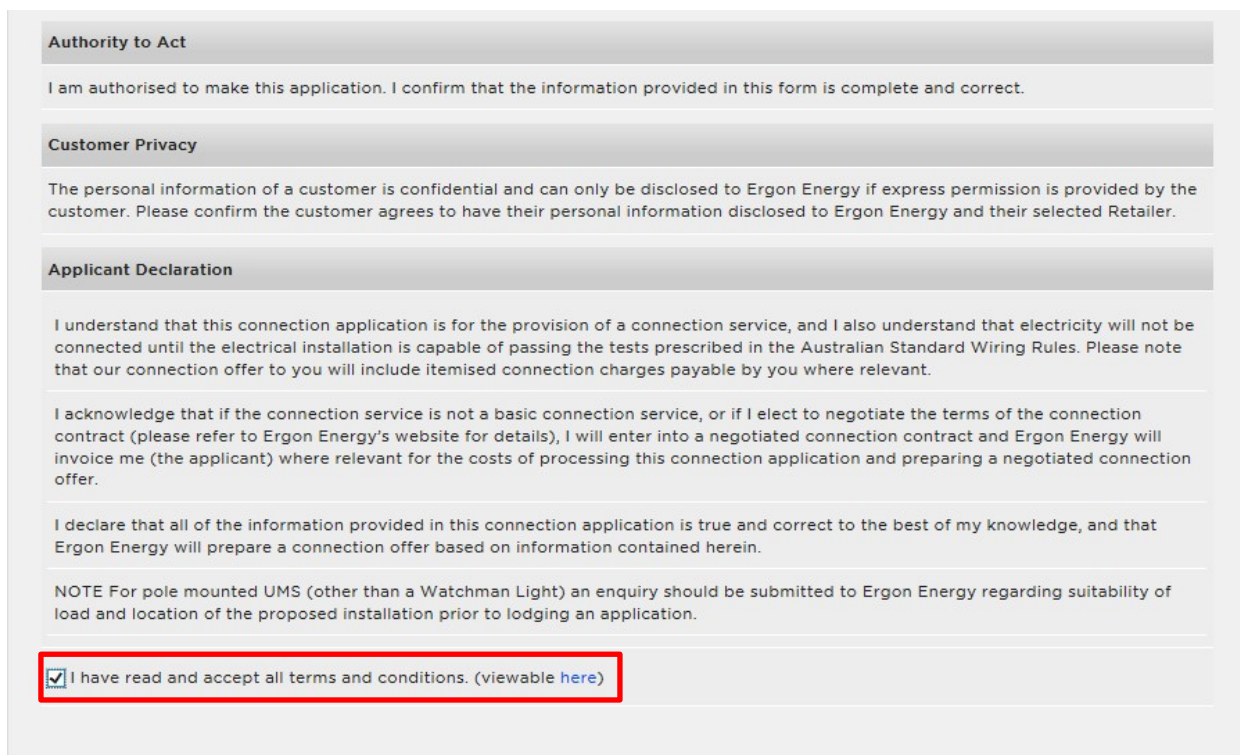
**Expedite Application**

I elect to expedite (at no additional cost), and certify that I am authorised by the Customer to accept the terms and conditions of the model standing offer, (viewable at [ergon.com.au](http://ergon.com.au)) on behalf of the Customer, from the date of this application. If Ergon Energy determines that further evaluation or alteration is required to complete the connection, the option to expedite will no longer be available and Ergon Energy will advise you accordingly.

I elect to expedite this application and connection offer.

You don't have to tick this box now if you want to discuss our Offer with the customer 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**.



**Authority to Act**

I am authorised to make this application. I confirm that the information provided in this form is complete and correct.

**Customer Privacy**

The personal information of a customer is confidential and can only be disclosed to Ergon Energy if express permission is provided by the customer. Please confirm the customer agrees to have their personal information disclosed to Ergon Energy and their selected Retailer.

**Applicant Declaration**

I understand that this connection application is for the provision of a connection service, and I also understand that electricity will not be connected until the electrical installation is capable of passing the tests prescribed in the Australian Standard Wiring Rules. Please note that our connection offer to you will include itemised connection charges payable by you where relevant.

I acknowledge that if the connection service is not a basic connection service, or if I elect to negotiate the terms of the connection contract (please refer to Ergon Energy's website for details), I will enter into a negotiated connection contract and Ergon Energy will invoice me (the applicant) where relevant for the costs of processing this connection application and preparing a negotiated connection offer.

I declare that all of the information provided in this connection application is true and correct to the best of my knowledge, and that Ergon Energy will prepare a connection offer based on information contained herein.

NOTE For pole mounted UMS (other than a Watchman Light) an enquiry should be submitted to Ergon Energy regarding suitability of load and location of the proposed installation prior to lodging an application.

I have read and accept all terms and conditions. (viewable [here](#))

Save **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)

The screenshot shows the 'Installer' section of a form. It includes the following fields and elements:

- Business Name:** A text input field.
- Clean Energy Council Accreditation No.:** A text input field with a 'Check' button and a help icon.
- Link:** A text link that says 'Take me back to [search for a CEC accredited installer.](#)'
- Installer Name:** A text input field, highlighted with a red box.
- Mobile No.:** A text input field with a help icon.
- Other Contact No.:** A text input field with a help icon.
- Email:** A text input field, highlighted with a red box.

### 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

The screenshot shows the 'Equipment' search interface. It includes the following elements:

- Search Text (Inverter):** A search bar containing 'Sunny Tri'.
- Add Inverter:** A red button to the right of the search bar.
- Search Results:** A list of SMA Solar Technology AG Sunny Tripower inverters. The entry 'SMA Solar Technology AG Sunny Tripower STP 5000TL-20 5' is highlighted with a red box.

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):

The screenshot shows the details for an added inverter record. It includes the following information:

- Sr. No:** 2
- Equipment Type:** Inverter
- Commissioning Date:** (Empty field)
- Status:** Active
- Manufacturer:** SMA Solar Technology AG
- Series:** Sunny Tripower
- Model:** STP 5000TL-20
- Series Other:** No
- Maximum Rating (kVA):** 5
- Quantity:** 1 (highlighted with a red box)
- Add Device(s):** A button to the right of the quantity field.

## 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.

Search for an AS5033 compliant Panels  
There may be more matching items than can be shown. Keep typing if you can't see your model in the list yet

Search Text (Panel)

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

 **Panel(s)**

Search for an AS5033 compliant Panels  
There may be more matching items than can be shown. Keep typing if you can't see your model in the list yet

Search Text (Panel)  ✓

Manufacturer  Model

Approved Rating (watts)  Number of Panels

Panel Type

**Add Panel**

Note: Please confirm your Panel Details by clicking "Add Panel" before adding any additional devices.

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'


Index	Manufacturer	Model	No. Of Devices	Storage Capacity	Export Capacity	Device Type	Device Sub Type	Status
0	Zhongli Talesun Solar Co Ltd	TP672P-340	10		340W	SolarPV	Monocrystalline	Active 

**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.



Sr. No 2 🗑️

Equipment Type: Inverter Commissioning Date: 

Status: Active Manufacturer: SMA Solar Technology AG

Series: Sunny Tripower Model: STP 5000TL-20 Series Other: No

Maximum Rating (kVA): 5 Quantity:  Add Device(s)

Manufacturer	Model	No. Of Devices	Storage Capacity	Export Capacity	Device Type	Device Sub Type	Status
Zhongli Talesun Solar Co Ltd	TP672P-340	10		340	SolarPV	Monocrystalline	<span style="background-color: green; color: white; border-radius: 5px; padding: 2px;">Active</span> <span style="float: right;">🗑️</span>
Total:				3.40(KW)	3.40(kVA)		


### 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.



### Batteries

---

Manufacturer

Model

Number of Batteries

Storage Capacity (kVAh)

Battery Type

Add Battery

**Note:** Please confirm your Battery Details by clicking "Add Battery" before adding any additional devices.

## 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:

**Equipment**

Search for an AS/NZ 4777.2 compliant inverter  
There may be more matching items than can be shown. Keep typing if you can't see your model in the list yet

Search Text (Inverter)  ? Add Inverter

---

**Equipment 1** 🗑️

Equipment Type: Inverter Commissioning Date:

Status: Active Manufacturer: Victron Energy B.V.

Series: SmartSolar Model: 250/60-MC4 Series Other: No

Maximum Rating (kVA): 0 Quantity:  Add Device(s)

Add Inverter Serial Number(s)

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":

**Add/Update Inverter Serial Number(s)**

Reference	Service Type	Premises
Saved	Embedded Generation - (Incl. Solar, Wind, etc) Initial Installation Embedded Generation - 30kVA or less	<input type="text"/>

---

**Equipment**

Manufacturer	Series	Model	Max Approved Rating	Status	Serial Number
Victron Energy B.V.	SmartSolar	250/60-MC4	0	<span>Active</span>	<input type="text"/>

Cancel Add/Update Serial Number(s)

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:

**CONNECT**

<span>Serial Number(s) Required</span>	<b>2</b>				
Under Offer	<b>13</b>	Offer Accepted	<b>348</b>	EWR In Progress	<b>584</b>
Saved	<b>1</b>	Open Detailed Enquiries	<b>48</b>	Awaiting Ergon	<b>380</b>

View Recent View All

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:

**CONNECT Search Results**

Your search returned 2 results  
 Can't find what you want? [Refine](#) your current search, [search within](#) the results or start a [new search](#).

Reference ?	Service Type	Premises	Assigned To User (Group)	Date	Actions
CX[ ] Completed	Micro Embedded Generation (inc. Solar) of 30kVA or less <a href="#">more...</a>	[ ]	[ ]	Submitted On 15/01/2020 11:44 AM	View 1 View View SBS Certificate Update Serial# Copy
CX[ ] EWR in Progress	Micro Embedded Generation (inc. Solar) of 30kVA or less <a href="#">more...</a>	S...	[ ]	Submitted On 14/01/2020 1:28 PM	2 Update Serial#

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

**Add/Update Inverter Serial Number(s)**

Reference	Service Type	Premises
CX[ ] Completed Basic - MEG - CCG	Embedded Generation - (Incl. Solar, Wind, etc) Increase Capacity Increase Inverter Capacity only	[ ] QLD 4670

**Equipment**

Manufacturer	Series	Model	Max Approved Rating	Status	Serial Number
SolarEdge Technologies Ltd	SolarEdge Technologies Ltd	SE4600	4.6	Active	[ ]
Fronius International GmbH	Symo	7.0-3-M	7	Active	[ ]

Cancel Add/Update Serial Number(s)

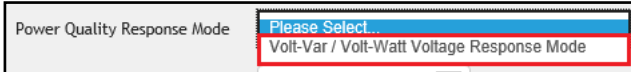
## Site Information

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.

### Site information

Existing Inverter Capacity (kVA)	<input type="text" value="4.00"/>	<a href="#">?</a>	PV array/generator rated output (kVA)	<input type="text" value="6.70"/>	<a href="#">?</a>
Maximum Cumulative Output Rating (kVA)	<input type="text" value="9.00"/>	<a href="#">?</a>	Total No. of Phases Onsite	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3	
Is this site Bulk Metered?	<input type="radio"/> Yes <input type="radio"/> No		Number of Phases the proposed system will be connected to	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3	
Energy Source	<input type="text" value="Solar PV"/>				
Equipment Additional Info	<div>Provide extra information about the equipment. Maximum 255 characters.</div> <input type="text"/>				
Metering Scheme	<input type="radio"/> Gross metered <a href="#">?</a>		Has a Demand Response Enabling Device (DRED) been fitted?	<input type="radio"/> Yes <input type="radio"/> No	
	<input checked="" type="radio"/> Net metered <a href="#">?</a>				
Power Quality Response Mode	<input type="text" value="Please Select..."/>				
Proposed Export Limitation	<input type="text" value="Please Select..."/>				
Is this Premises in a Retirement Village or Gated Community?	<input type="radio"/> Yes <input type="radio"/> No				

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



A screenshot of a form field labeled 'Power Quality Response Mode'. The dropdown menu is open, showing 'Please Select...' at the top and 'Volt-Var / Volt-Watt Voltage Response Mode' as the selected option.

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

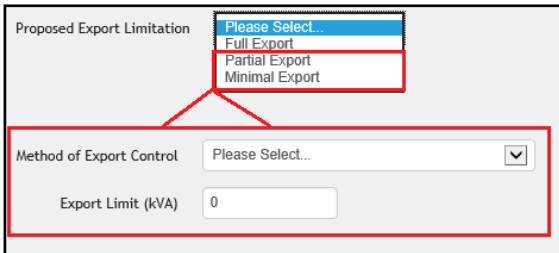
### Less than or Equal to 30kVA

- Full Export
- Partial Export
- Minimal Export

### Greater than 30kVA

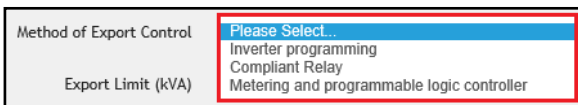
- Partial Export
- Minimal Export
- Non-Export

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



A screenshot of a form section titled 'Proposed Export Limitation'. It features a dropdown menu with options: 'Please Select...', 'Full Export', 'Partial Export', and 'Minimal Export'. Below this, there are two more fields: 'Method of Export Control' with a dropdown menu showing 'Please Select...' and 'Export Limit (kVA)' with a text input field containing the value '0'.

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

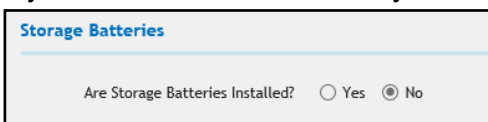


A screenshot of a form field labeled 'Method of Export Control'. The dropdown menu is open, showing 'Please Select...' at the top and three options: 'Inverter programming', 'Compliant Relay', and 'Metering and programmable logic controller'. Below the dropdown, the 'Export Limit (kVA)' field is visible with the value '0'.

## 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'



A screenshot of a form section titled 'Storage Batteries'. It contains a question 'Are Storage Batteries Installed?' with two radio button options: 'Yes' and 'No'. The 'No' option is selected.

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)



A screenshot of a form section titled 'Storage Batteries'. It contains a question 'Are Storage Batteries Installed?' with two radio button options: 'Yes' and 'No'. The 'Yes' option is selected. Below this, there is a text input field for 'Storage Battery Capacity (kWh)' with the value '10.00'.

## 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
<b>Initial Installation</b>	<p>Use this service selection where the premises currently do not/ never previously had an Embedded Generation/Solar installation onsite.</p> <p>The Connect application for an initial install must include <b>all devices</b> connected (if any) including Panels, Storage Batteries etc.</p>
<b>Increase Inverter or Generator Capacity Only</b>	<p>Use this service selection when:</p> <ol style="list-style-type: none"> <li>1) Embedded Generation/Solar already exists on the premises, AND an additional Generator/Inverter is being added to the premises.</li> <li>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.</li> </ol> <p><b>Note:</b> Please use this service selection when adding an <b>AC Integrated Battery</b> to an existing system.</p> <p><b>For example:</b> Use this Service Selection when installing -</p> <ul style="list-style-type: none"> <li>• Tesla Powerwall 2 (AC Integrated Battery)</li> <li>• a 5kW Solar Inverter exists onsite and an additional 2kW Solar Inverter is being added.</li> </ul>
<b>Replace Current Inverter (No Increase of Capacity)</b>	<p>Use this service selection in either of the following scenarios:</p> <ol style="list-style-type: none"> <li>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.</li> </ol> <p>OR</p> <p>The replaced inverter does NOT increase the previously approved maximum capacity.</p>
<b>Increase Panel Capacity Only</b>	<p>Use this service selection when additional panels are to be added to the existing system only.</p>
<b>Add Storage Batteries</b>	<p>Use this service selection when:</p> <ol style="list-style-type: none"> <li>1) Adding an <b>additional DC Battery</b> to an existing Hybrid Inverter or Multi-mode system.</li> </ol>

## 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**.

CONNECT					
Under Offer	1	Offer Accepted	15	EWR In Progress	0
Saved	0	Open Detailed Enquiries	0	Awaiting Ergon	20

[View Recent](#) [View All](#)

## 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.


### Declarations

#### Expedite Application

I elect to expedite (at no additional cost), and certify that I am not making a model standing offer, (viewable at [ergon.com.au](http://ergon.com.au)) on behalf of a customer that further evaluation or alteration is required to complete the application. Ergon Energy will advise you accordingly.

I elect to expedite this application and connection offer.

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



MyHome MyProfile MyEWR MyCONNECT MyCLAIM Links Support

## Thank you for your CONNECT application.

The CONNECT reference is: CX18AU

**The CONNECT Offer is ready for your Approval**

To accept this Offer click View Offer and accept.  
This Offer will expire in 45 business days.


Once this Offer has been accepted, the SBS Certificate will be available.

Note the expiry date of the Offer

Click on the View Offer button if you wish to print the offer, view it or accept it.

New Application Home **View Offer**

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



MyHome MyProfile MyEWR MyCONNECT MyCLAIM Links Support

View the Ergon CONNECT Offer below

Ergon Energy Network NMI:   
Connection Reference: CX18AU

03/09/2018

Dear Dr

**BASIC CONNECTION SERVICE: OFFER TO CONNECT METERED LOAD**

Thank you for submitting an application for a change to the existing connection to our electricity network.

This letter and its attachments comprise an offer to provide the relevant load service (as described in *Schedule 1 Basic Connection Services* in the attached *Model Standing Offer*).

If your premises are part of a new subdivision, we will only be able to start the works after the electrical network within that subdivision has been completed and is owned by us.

[Click here to view your offer...](#)

Print View Application **Accept offer**



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

**CONNECT**

<b>Under Offer</b>	<b>1</b>	<b>Offer Accepted</b>	<b>15</b>	<b>EWR In Progress</b>	<b>0</b>
<b>Saved</b>	<b>0</b>	<b>Open Detailed Enquiries</b>	<b>0</b>	<b>Awaiting Ergon</b>	<b>20</b>

**IMPORTANT**

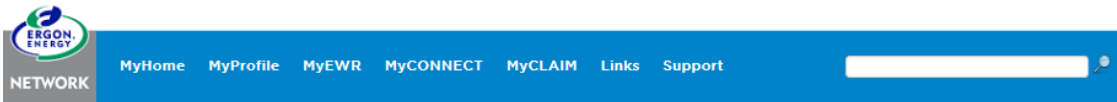
As your CONNECT Application progresses through the various stages, its status will automatically update on your MyHome screen. Hover over any status to check its meaning.

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.

**CONNECT**

<b>Under Offer</b>	<b>1</b>	<b>Offer Accepted</b>	<b>15</b>	<b>EWR In Progress</b>	<b>0</b>
<b>Saved</b>	<b>0</b>	<b>Open Detailed Enquiries</b>	<b>0</b>	<b>Awaiting Ergon</b>	<b>20</b>

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



**CONNECT Search Results**

Your search returned 1 result.

Reference ?	Service Type	Premises	Assigned To User (Group)	Date	Actions
CX18 Offer	Addition or Alteration to an Existing Connection more...	URRAWEE...		Submitted On 3/09/2018 1:12 PM	<div style="border: 1px solid red; padding: 2px;">Offer ▾</div> <div style="border: 1px solid gray; padding: 2px;">View</div> <div style="border: 1px solid gray; padding: 2px;">View Offer</div>

If you click on the drop-down arrow you can view the CONNECT Application or the Offer.

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**.

EWR	
Form 3 (Incomplete)	0
Open	0
Awaiting Retailer Requests	0
Saved	2
Open > 30 Days	0
Form 3 (Complete) < 60 Days	0

CONNECT	
Under Offer	0
Offer Accepted	16
EWR In Progress	0
Saved	0
Open Detailed Enquiries	0
Awaiting Ergon	21

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.

**Thank you for your CONNECT application.**

The CONNECT reference is: CX18A

**The CONNECT requires further evaluation**

Ergon is unable to provide an Offer on this CONNECT as further investigation is required.

Upon completion of this investigation, Ergon will either contact the Customer for further information, or will forward the Ergon Network Contract (Solar PV).

If a Connect Application is not expedited 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

Reference ?	Service Type	Premises	Assigned To User (Group)	Date		Actions
CX19D <input type="text"/> Offer Negotiated - AA - CCG	Addition or Alteration to an Existing Connection <a href="#">more...</a>	<input type="text"/> <a href="#">Close...</a>	<input type="text"/>	Submitted On 30/10/2019 2:49 PM	<input type="text"/>	Offer <input type="text"/> View <b>View Offer</b> Copy

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)

Reference ?	Service Type	Premises	Assigned To User (Group)	Date		Actions
CX19D <input type="text"/> Offer Negotiated - AA - CCG	Addition or Alteration to an Existing Connection <a href="#">more...</a>	<input type="text"/>	<input type="text"/>	Submitted On 30/10/2019 2:49 PM	<input type="text"/>	Offer <input type="text"/> <b>View</b> View Offer Copy

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.

Information	
Reference Number	CX19D <input type="text"/>
Status	Offer
Status last updated	11/11/2019 8:16 AM
Work Request No.	000001495969
Contract Type	Negotiated - AA - CCG
Service Type	Addition or Alteration to an Existing Connection <a href="#">Show Service Selection</a>
Contract Method	Manual Contract <a href="#">?</a>
Created By	<input type="text"/>
Submitted By	<input type="text"/>
Assigned To	<input type="text"/>
<input type="button" value="View Offer"/> <input type="button" value="Accept Offer"/>	

### 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. **CX19E** ).

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.

The screenshot shows a dashboard titled 'CONNECT' with two rows of status counts. The first row includes 'Under Offer' (0), 'Offer Accepted' (14), and 'EWR In Progress' (0). The second row includes 'Saved' (0), 'Open Detailed Enquiries' (0), and 'Awaiting Ergon' (20). A callout box points to the 'Offer Accepted' count, stating: 'CONNECT has been linked to a EWR and will progress through the standard EWR process. All updates will be provided on the EWR.' Another callout box points to the 'Awaiting Ergon' count, stating: 'Hover over any status to see what it means'. At the bottom right, there are two buttons: 'View Recent' and 'View All'.

CONNECT	0	14	0
Under Offer	Offer Accepted	EWR In Progress	
Saved	Open Detailed Enquiries	Awaiting Ergon	20

View Recent View All

# 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.

The screenshot shows the MyHome portal interface. At the top, there is a navigation bar with the Ergon Energy logo and the word 'NETWORK' on the left. The navigation menu includes 'MyHome' (highlighted with a red box), 'MyProfile', 'MyEWR', 'MyCONNECT', 'MyCLAIM', 'Links', and 'Support'. A search bar is located on the right side of the navigation bar.

Below the navigation bar, there is a 'New Alerts' section with the text 'You currently have no new alerts.' and a 'View All' button.

A large cyan callout box with the title 'NEED TO KNOW' contains the text: 'Group Managers can view all CONNECTs submitted for the Group. Group Members can only view CONNECTs they have submitted.'

The 'EWR' section is titled 'Know what you need? => EWR Power User Links' and 'EWR Quick Links'. The 'EWR Quick Links' box lists: 'New Permanent Supply Solar Install <30Kw', 'New Temporary Builder's Supply', 'Add Meter ( H/W or Control Load)', and 'Form 3 Faults Rectified'.

The EWR summary table is as follows:

Form 3 (Incomplete)	0	Open	0	Awaiting Retailer Requests	0
Saved	2	Open > 30 Days	0	Form 3 (Complete) < 60 Days	0

Buttons for 'View Recent' and 'View All' are located below the EWR table.

The 'CONNECT' section is titled 'CONNECT' and contains the following summary table:

Under Offer	0	Offer Accepted	14	EWR In Progress	0
Saved	0	Open Detailed Enquiries	0	Awaiting Ergon	20

Buttons for 'View Recent' and 'View All' (highlighted with a red box) are located below the CONNECT table.

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.

**CONNECT**

CONNECT Offer has been accepted and is awaiting EWR to be linked.

Under Offer	0	Offer Accepted	16	EWR In Progress	0
Saved	0	Open Detailed Enquiries	0	Awaiting Ergon	21

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

**CONNECT Search Results**

Your search returned 38 results  
Can't find what you want? Refine your current search, search within the results or start a new search.

Reference	Service Type	Premises	Assigned To User (Group)	Date	Actions
Saved	New Connection			Saved On 3/09/2018 2:05 PM	Edit
CX18 Under Evaluation	Addition or Alteration to an Existing Connection			Submitted On 3/09/2018 1:44 PM	View
CX18 Accepted	Addition or Alteration to an Existing Connection			Submitted On 3/09/2018 1:12 PM	View
CX18 Accepted (Expedited)	Addition or Alteration to an Existing Connection			Submitted On 3/09/2018 12:47 PM	View
CX18 Under Evaluation	New Connection			Submitted On 3/09/2018 10:49 AM	View
CX18 Under Evaluation	Micro Embedded Generation (inc. Solar) of 30kVA or less			Submitted On 31/08/2018 9:13 AM	View

# 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**.

**MyHome** MyProfile MyEWR MyCONNECT MyCLAIM Links Support

**New Alerts**  
You currently have no new alerts. [View All](#)

**EWR**  
Know what you need? ⇒ [EWR Power User Links](#) EWR Quick Links  
[New Permanent Supply](#)  
[Solar Install <30Kw](#)  
[New Temporary Builder's Supply](#)  
[Add Meter \( H/W or Control Load\)](#)  
[Form 3 Faults Rectified](#)

Form 3 (Incomplete)	0	Awaiting Retailer Requests	0
Saved	0	Form 3 (Complete) < 60 Days	0

[View Recent](#) [View All](#)

**CONNECT**  
Saved CONNECTs have not been submitted to Ergon Energy and do not have a reference number.

Offer Accepted	16	EWR In Progress	0
<b>1</b> Open Detailed Enquiries	0	Awaiting Ergon	21

[View Recent](#) [View All](#)

**LIABILITY CLAIMS**

Under Evaluation	0	Declined	0	Claim Expiring	0
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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.

**CONNECT Search Results**  
Your search returned 1 result.

Reference ?	Service Type	Premises	Assigned To User (Group)	Date	Actions
<b>Saved</b>	New Connection <a href="#">more...</a>	[Redacted] 3335 AUGUSTU...	[Redacted]	Saved On 3/09/2018 2:05 PM	<b>Edit</b>

If you click on **Saved** you will see the comments you entered when you last saved the CONNECT.

If you click on **more...** you will see the CONNECT Service Selections.

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



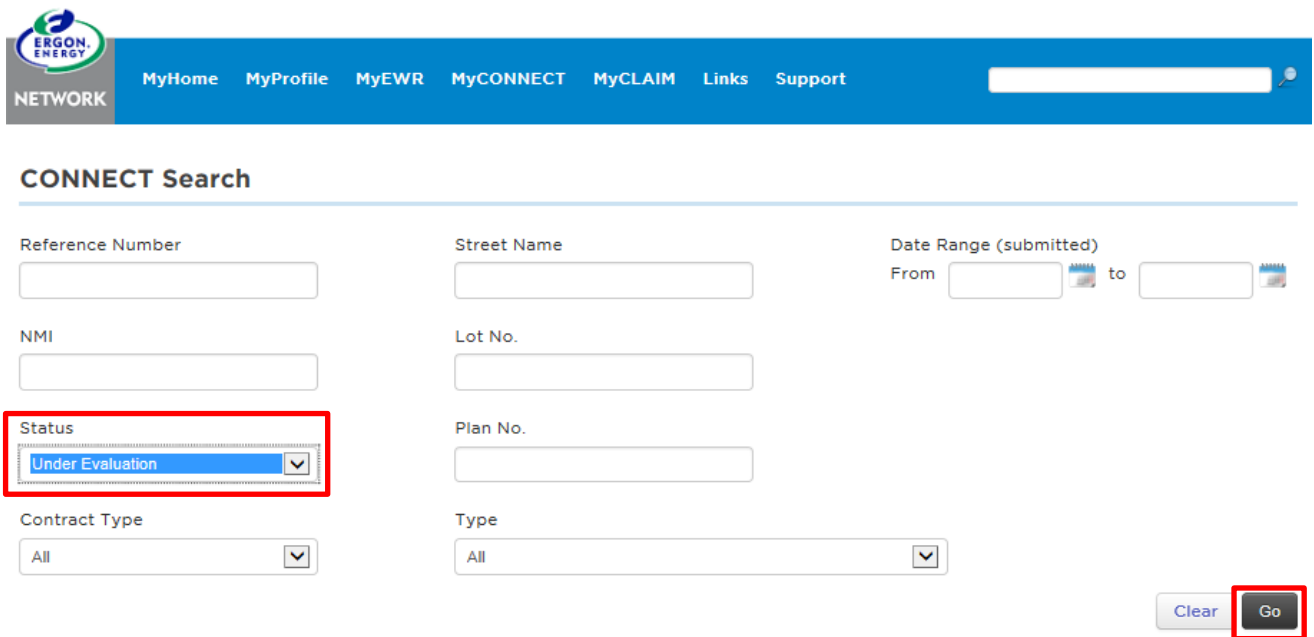
# How to Search for a Connect Application

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

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

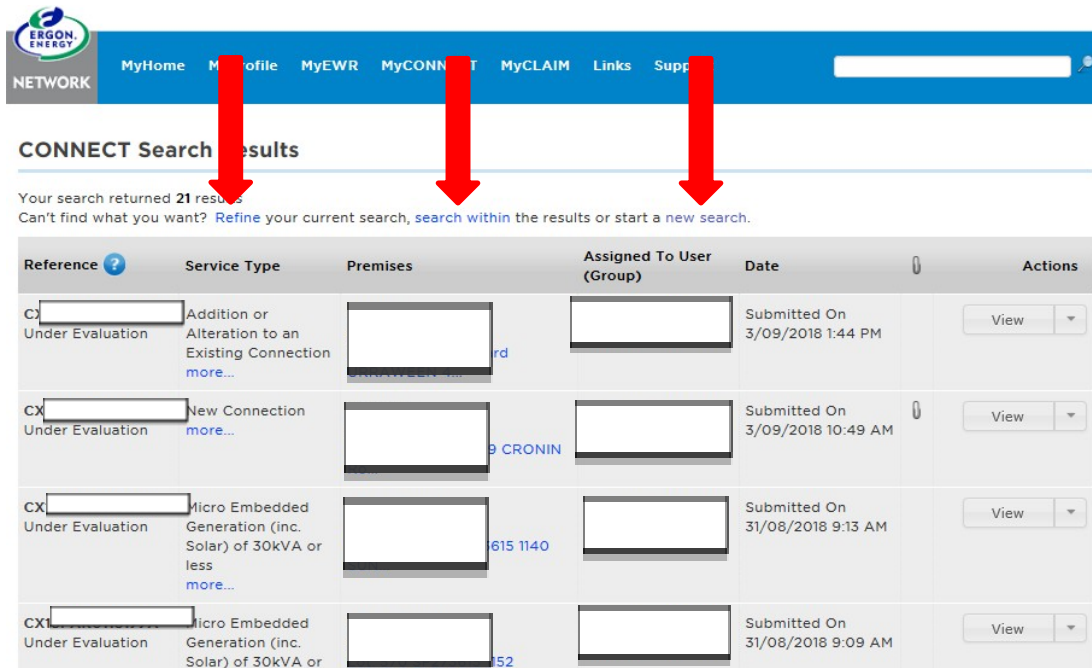


2. Complete the applicable fields and click on **Go**. In this example I selected a **Status** of **Under Evaluation**.

A screenshot of the 'CONNECT Search' form in a web portal. The form has a blue header with the ERGON ENERGY NETWORK logo and navigation links: MyHome, MyProfile, MyEWR, MyCONNECT, MyCLAIM, Links, Support. Below the header, the form contains several input fields: Reference Number, Street Name, Date Range (submitted) with 'From' and 'to' date pickers, NMI, Lot No., Plan No., Contract Type, and Type. The 'Status' dropdown menu is highlighted with a red box and shows 'Under Evaluation' selected. The 'Go' button at the bottom right is also highlighted with a red box.

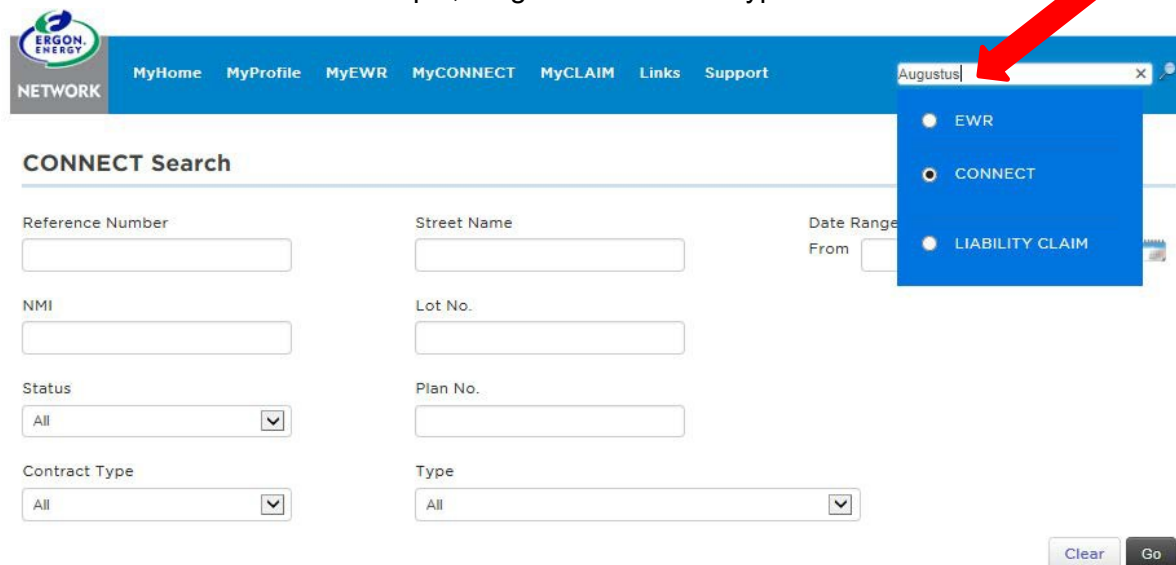
3. The search results will display. If you return multiple results you will have the option to:

- **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**.

The screenshot shows the ERGON ENERGY NETWORK portal. The top navigation bar includes links for MyHome, MyProfile, MyEWR, MyCONNECT, MyCLAIM, Links, and Support. Below the navigation bar, the page title is 'CONNECT Search Results'. A message states 'Your quick search returned 4 results' with two red arrows pointing to the text. Below this, a link is provided: 'Can't find what you want? Click here to do an advanced search or start a new search.' The main content is a table of search results.

Reference	Service Type	Premises	Assigned To User (Group)	Date	Actions
CX1 [redacted] Accepted (Expedited) Basic - AA - CCG	Addition or Alteration to an Existing Connection <a href="#">more...</a>	[redacted] Boulevard URRAWEE...	[redacted]	Submitted On 3/09/2018 12:47 PM	View
CX [redacted] Accepted Basic - AA - CCG	Addition or Alteration to an Existing Connection <a href="#">more...</a>	[redacted] Boulevard URRAWEE...	[redacted]	Submitted On 3/09/2018 1:12 PM	View
CX [redacted] Under Evaluation Negotiated - AA - CCG	Addition or Alteration to an Existing Connection <a href="#">more...</a>	[redacted] vard URRAWEEEN 4...	[redacted]	Submitted On 3/09/2018 1:44 PM	View
Saved	New Connection <a href="#">more...</a>	[redacted] 93335 AUGUSTU...	[redacted]	Saved On 3/09/2018 2:05 PM	Edit

## 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.

The screenshot shows a 'Priority Alerts' pop-up window. It contains a warning icon and the text: 'The messages below are of critical importance. Please ensure you read them carefully.' Below this is a table with two columns: 'Title' and 'Message'. The table contains one row: 'Test alert' and 'Just a testing alert'. At the bottom of the window, there are two buttons: 'Close & Don't Display These Alerts Again' and 'Close'.

Title	Message
Test alert	Just a testing alert

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**.

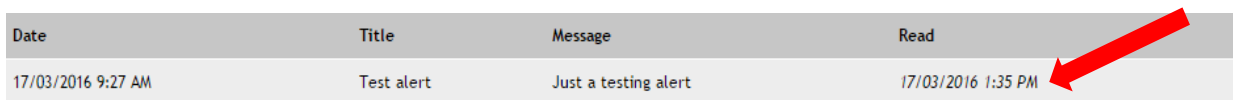


The screenshot shows the top navigation bar with the ERGON ENERGY NETWORK logo and links for MyHome, MyProfile, MyEWR, MyCONNECT, MyCLAIM, Links, and Support. Below the navigation bar, the 'New Alerts' section is highlighted with a red box. It contains a table with one alert:

Date	Title	Message	Read
1/03/2016 4:30 PM	New Tariff Rates from 1 July 2016	Reminder that new tariff price structures will come into effect as at 1 July 2016 please visit <a href="http://ergon.com.au/tariffs">ergon.com.au/tariffs</a> for more information.	<a href="#">Mark As Read</a>

A 'View All' button is located at the bottom right of the alert list.

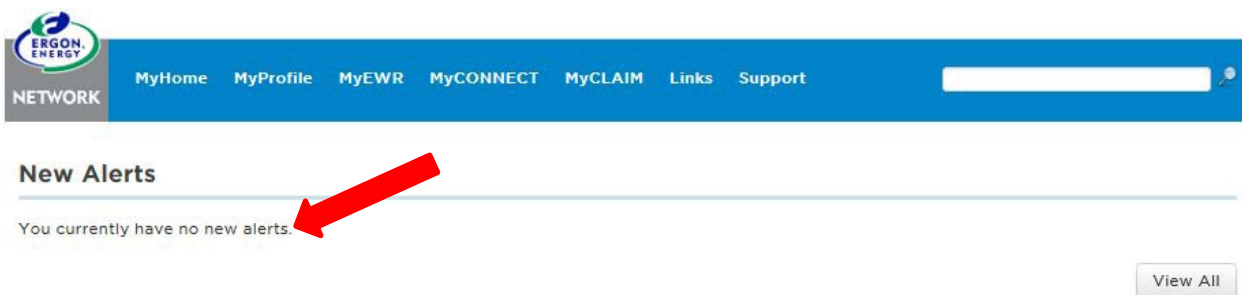
If you **Mark As Read** the Alert will be **time-stamped** to show when you marked it as read.



Date	Title	Message	Read
17/03/2016 9:27 AM	Test alert	Just a testing alert	17/03/2016 1:35 PM

A red arrow points to the 'Read' timestamp '17/03/2016 1:35 PM'.

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



The screenshot shows the same navigation bar as the previous image. Below it, the 'New Alerts' section is highlighted with a red box. The text 'You currently have no new alerts.' is displayed, with a red arrow pointing to it. A 'View All' button is located at the bottom right.

## 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.