

30kVA> LV Chapter 5A Enquiry and Application Generation Process



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1. Please submit your Enquiry via the Ergon Energy portal <https://www.ergon.com.au/network/outages-and-disruptions>
2. On receipt of the Site-Specific Enquiry Response (SSER) payment, we will upload the completed Site-Specific Enquiry Response (SSER) within 30 -45 business days.
3. At this point you will be able to progress your Enquiry to an Application within the portal. Please ensure the following documents are uploaded to avoid delays:
 - a. Design Certification Report certifying compliance of the generating system in accordance with the Low Voltage Embedded Generation Standards (STNW1174)
 - b. The Design Certification Report needs to include a covering letter signed by an RPEQ and the following supporting documentation:
 - Network connection diagram (signed by RPEQ)
 - Protection line diagram including inverter and grid protection device settings and instrument transformer details (signed by RPEQ)
 - DNSP approved Grid Protection Relay (GPR) including name, make and model (Click here for the approved list)
https://www.ergon.com.au/_data/assets/pdf_file/0008/762488/NA000403R514-Approved-Grid-Protection-Relays.pdf
 - Voltage Rise Calculations – the EG system has been designed to operate so that there is a maximum 2% voltage rise from the EG system to:
 - A shared Distribution System connection – the Network Coupling Point; and
 - A dedicated Distribution System connection – the transformer’s low voltage terminals
 - Battery Storage System details (if applicable)
4. An invoice will be emailed to you, outlining the fee payable as per the SSER cover page. Please note: the application only becomes visible for review once your payment has been received. A remittance advice can be emailed to accountsreceivable@energyq.com.au

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5. If your Connection Offer Type has been classified as **'Basic'** in accordance with the Connection Policy 2020-2025 the Connection Application (CX), if you have chosen to Expedite the CX, will transition to a status of "Awaiting Compliance Report". If not, the Model Standing Offer will be provided to you via the Portal, and the CX will transition to "Offer". You must ACCEPT this offer within the portal with 20 business days. The CX, will then transition to a status of "Awaiting Compliance Report **Skip to step 9.**
6. If your Connection Offer Type has been classified as **'Negotiated'** in accordance with the Connection Policy 2020-2025, and complete from a material perspective, the Connection Application (CX) will be issued to a Technical Officer to provide a Technical Study and approval to proceed to offer. This can take up to 30-45 business days.
7. An email with an Offer to Execute and Technical Study will be emailed to the customer/applicant. Please return the entire signed offer to ergongeneration@energyq.com.au
8. Once the signed offer has been received it will be fully executed and uploaded to the portal for your records. At this point the CX will transition to 'Awaiting Compliance Report'
9. The operation of the completed installation must be tested for compliance to the relevant Connection Standards and technical requirements outlined in the Technical Study. These test results must be certified by an approved RPEQ and provided to us within 180 days of the accepted offer date.
10. The system must be switched off at the AC isolator/s once the testing has been completed, however the DC isolators must be left switched on.
11. On completion of the tests; the signed Compliance Report must be emailed to ergongeneration@energyq.com.au within 7 business days.
12. Once our Protection and Technical Engineer confirms the Compliance Report satisfies the requirements of the relevant Connection Standards, the CX will transition to 'Accepted' which will then allow for an Electrical Work Request (EWR) to be submitted.

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13. Once the EWR is submitted, the portal will transition the EWR to the customer's relevant retailer, who will manage the metering requirements i.e. upgrade, reprogramming etc.

14. At this point, the customer will need to liaise with their retailer to confirm what metering changes are required.

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

Please note: Step 14 is the responsibility of the customer.

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

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

For further information in relation to these changes please contact ergongeneration@energyq.com.au

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