

Chapter 5A Connection Enquiry Essentials

5 September 2025

Purpose

This Fact Sheet outlines examples of the type of information that will be required from you depending on the specifics of your project, along with our corresponding responses at each stage of the Chapter 5A connection enquiry.

Submitting your enquiry

The enquiry services are subject to applicable fees, which will be quoted upon receipt of your enquiry. Please see below the methods available to submit your enquiry.

	Ergon Energy Network
For load connections < 1MVA	Customer Self Service Portal Ergon Energy
For load connections > 1 MVA:	Large Customer Connection Enquiry Form Ergon Energy or online via our Customer Self Service Portal Ergon Energy
For HV DER Systems HV < 5MVA	Large Customer Connection Enquiry Form Ergon Energy or online via our Customer Self Service Portal Ergon Energy
For LV DER Systems < 5MVA	Customer Self Service Portal Ergon Energy

Preliminary Enquiry response (Chapter 5A)

Our [Customer Connection Preliminary Enquiry Information | Ergon Network](#) fact sheet contains links to our online resources that comply with the requirements of Chapter 5A.D2 (b) and fulfill our obligations under Chapter 5A.D2 (c).

Pre-application documentation

The table below aims to provide you with an understanding of the pre-application services and documentation required as you progress through your connection:

Connection Enquiry Type	Pre-application requirements
Low Voltage Load connections > 1 MVA	<p>You will have the option to progress with a Preliminary Connection Advice or directly to a Detailed Connection Advice.</p> <p>Depending on the option you select, we will provide you with an estimate of costs for us to provide you with the necessary network investigations after receiving all the required information from you. The Detailed Connection Advice will help you to decide if you'll proceed and submit a connection application.</p>
High Voltage Load connections > 1 MVA	<p>You will have the option to progress with a Preliminary Connection Advice or directly to a Detailed Connection Advice.</p> <p>Depending on the option you select, we will provide you with an estimate of costs for us to provide you with the necessary network investigations after receiving all the required information from you. The Detailed Connection Advice will help you to decide if you'll proceed and submit a connection application.</p>
Low Voltage DER systems (30kVA-5 MVA)	<p>You will need to start with a Site-Specific Enquiry Response (SSER). The quoted fees for LV DER Site Specific Enquiry Responses can be found via our Connection Fees and Charges Information Sheet Ergon Network.</p> <p>The Site-Specific Enquiry Response will provide you with the technical details required to enable you to proceed with a connection application.</p>
High Voltage DER systems – Class A1 (≤1500 kVA)	<p>Depending on the nature of your connection, we will advise you if you will need to progress to a Site-Specific Enquiry Response (SSER) or Preliminary Connection Advice, or you may also have the option to proceed to a Detailed Connection Advice. We will advise you of this, once we receive your enquiry.</p> <p>We will also provide you with an estimate of costs for us to provide you with the necessary network investigations after receiving all the required information from you. These pre-application services aim to help you decide if you'll proceed and submit a connection application.</p>
High Voltage DER systems – Class A2 (>1500KW TO 5MVA)	<p>If you intend to connect under Chapter 5A, you will have the option to progress with a Preliminary Connection Advice or directly to a Detailed Connection Advice. Depending on the option you select, we will provide you with an estimate of costs for us to provide you with the necessary network investigations after receiving all the required information from you. The Detailed Connection Advice will support your decision on whether to proceed with submitting a formal connection application.</p>

Our Documentation Explained

Site-Specific Enquiry Response (SSER) – DER Systems only

This service incurs applicable fees, which are quoted individually.

What can you expect to receive from us?

The **Site-Specific Enquiry Response (SSER)** will provide you with the following information:

- ✓ Preliminary assessment of your proposed generation capacity and proposed export
- ✓ Preliminary Technical Study
- ✓ A list of supporting documentation to be included with your application.

After receiving your Site-Specific Enquiry Response, you will be able make a connection application under Chapter 5A.

Preliminary Connection Advice (Chapter 5A)

This service is subject to applicable fees, which will be quoted upon receipt of your connection enquiry.

What do we need from you?

To help determine the most suitable connection option, please ensure to include the information below with your relevant Connection Enquiry Form:

- ✓ Type of customer and load
- ✓ Prospective load, usage, operation, redundancy requirements
- ✓ Embedded generation – present or future
- ✓ Connection preference (low voltage, high voltage, PMT - indoor/outdoor)
- ✓ Site layout general arrangement drawings
- ✓ Generic Single line diagram

What can you expect to receive from us?

The **Preliminary Connection Advice (PCA)** will provide you with the following information:

- ✓ Network capacity
- ✓ Connection voltage options
- ✓ Coupling point options
- ✓ Connection asset (only one option included)

- ✓ Restrictions and limitations on the network
- ✓ References to appropriate standards and manuals
- ✓ ±50% indicative estimated project cost range (upon request)

We anticipate around **30 business days** to deliver this service

Detailed Connection Advice (Chapter 5A)

This service is subject to applicable fees, which will be quoted upon receipt of your request to proceed with a Detailed Connection Advice.

What do we need from you?

Below is an example of the information required at each of the two stages of your Detailed Connection Advice. The required information will be dependent on the specifics of your project.

Detailed Connection Advice – Initial Request (Step 1)

To get started, be sure to include this information in your initial request

- ✓ Type of customer and load
- ✓ Prospective load, usage, operation, redundancy requirements
- ✓ Embedded generation – present or future
- ✓ Connection preference (low voltage, high voltage, PMT - indoor/outdoor)
- ✓ Site layout general arrangement drawings
- ✓ Customer switch room location
- ✓ DNSP room location and size
- ✓ Cable / Conductor entry (conduits)
- ✓ Access easements and roadways
- ✓ Generic Single line diagram

Detailed Connection Advice – Customer Information Request (Step 2)

Once you receive our Customer Information Request, please provide the required information within 30 business days to help us complete your Detailed Connection Advice:

- ✓ Customer's facility information essential
 - Site layout general arrangement drawings
 - Customer switch room location
 - DNSP room location and size
 - Cable / Conductor entry (conduits)
 - Access easements and roadways

- Earthing design
- ✓ Electrical
 - Switchgear specific
 - Connection Point
 - Network Coupling Point
 - Metering Point
 - Approved Isolation Point
 - Interlocking
 - Automatic Transfer Switch (ATS)
 - Protection Line Diagram
 - GPR/IPR, EQL relays, PQA, CT's, VT's
- ✓ Civil, layout & building services
 - Initial concept drawings
 - Conduit plan
 - Trench section / elevation
 - Underground cable
- ✓ Contestable works
 - Customer to advise their ASP for Contestable Works Design Component
- ✓ DCT Design Construct Transfer
 - Customer to advise their choice for DCT Component
- ✓ Customer's facility – RPEQ reports
 - Protection report
 - Control scheme/system strategy
 - Communications report
 - Voltage Control Scheme (VCS)
- ✓ Technical compliance reports: (where applicable)
 - STNW1175 – Standard for HV EG Connections
 - STNW1179 – Standard for Plant Energisation
 - STNW3522 – Standard for Major Customer Connections
- ✓ Generation information (where applicable)
 - Generator models and performance standards and associated supporting documentation

What can you expect to receive from us?

The **Detailed Connection Advice (DCA)** will provide you with the following information:

- ✓ Detailed Connection Advice
- ✓ Planning Report
- ✓ Project Scope Statement (site specific)
- ✓ DCT/Contestable scope developed
- ✓ Completed checklists agreeing to particular aspects of your design
- ✓ Project specific checklists for entry into Application
- ✓ Project specific checklist for design commencement
- ✓ ± 20% estimate cost (upon request)
- ✓ Indicative duration of project phases
- ✓ Application Phase Cost Estimate

We anticipate around **65 business days** to deliver this service

After receiving your Detailed Connection Advice, you will be able to make a connection application under Chapter 5A.

Further information

If you would like to learn more about our connection processes, you can explore the websites provided below:

- [Residential & Commercial Connections <1MVA | Ergon Energy](#)
- [Solar Connections & Other technologies - Low Voltage | Ergon Energy](#)
- [Large customer electricity connections > 1MVA | Ergon Energy](#)
- [Large high voltage DER systems \(including batteries\) | Ergon Energy](#)