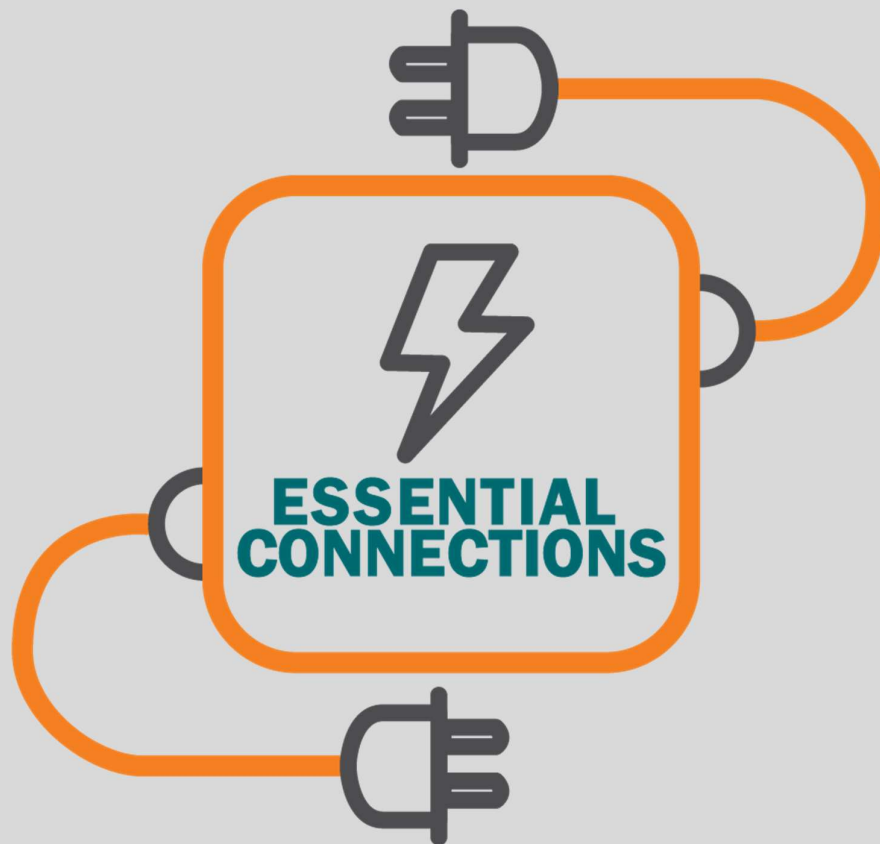


Essential Connections Portal

Registered User Guide



January 2023

About the Essential Connections Portal

The [Essential Connections Portal](#) is an online system that allows organisations and ASPs to manage their connection application and enquiry records quickly and easily.

It enables registered users to see their connection activity with Essential Energy in one location, perform tasks in real-time, and allows for rapid exchange of information and secure upfront payments.

Registered users can:

- Efficiently create and manage connection enquiries and applications,
- Manage their projects, including design related requests,
- Access real-time offer information and important notifications,
- Review portal information on desktop, mobile and tablet devices,
- See all connection records in one place.

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GLOSSARY OF KEY TERMS

Accounts	The ASP company related to the 'contact' who submitted the enquiry/application
Case	Like forms in the previous portal, all requests that come through from ASPs or Connecting Customers are referred to as 'cases' in Salesforce.
Case owner	The Essential Energy employee assigned to a case for processing.
Case number	The unique ID given to a case. This ID is auto-generated by the Essential Connections portal.
Case record type	The case record type is the category Salesforce assigns to the type of cases that can be listed (e.g. design submission case; easement case).
Contact	Contacts are the individuals associated with accounts and projects (e.g. customers and ASPs).
ECN	ECN stands for Essential Connections Number. It is the unique ID given to a project and is linked to all subsequent cases raised for that project (e.g. design information application; design submission).
Essential Connections portal	The Essential Connections portal is the online self-service interface that Essential Energy and external users will be using to submit enquiries and applications and manage projects. It is also sometimes referred to as "Salesforce".
List view	A list display of items (for example, accounts, contacts, or cases) based on specific criteria. Salesforce provides some pre-defined views.
Object	Reflects the key categories that you have access to as part of your user profile and include items like cases and site locations.
SLA	Service Level Agreements are applied to some tasks in the system and require users to complete a task within a specific timeframe.
Tab	A tab is a button that allows you to navigate to pages that contain specific categories of information known as 'objects' (e.g. cases).
Tasks	Tasks may be created by the case owner and assigned to external parties to be completed.
Queue	A holding area for items before they are processed or assigned. Salesforce uses queues to distribute cases to Essential Energy employees based on type.

Case Relationships

Essential Connections Number (ECN)

The **Essential Connections Number (ECN)** is generated from the connection application. The ECN is the unique ID number given to a grandparent case for a project and is used to link all subsequent cases raised for that project (e.g. design information application, design certification etc...).

The ECN is required to be able to create design requests and other related requests on the Essential Connections portal. By linking requests, the ECN allows site and other project related details and information to be pulled through within the system therefore reducing the need to enter the same information numerous times across the lifecycle of a project.

Parent Case

A parent case is created at the start of a project. The parent case can hold overall project information and has child cases linked to it.

Child Case/s

A child case is created from an existing case and is related or linked to the parent case in the system.

Getting Started

To access the Essential Connections portal, the following users must register before being able to submit any form of connection application or design related requests through Essential Connections:

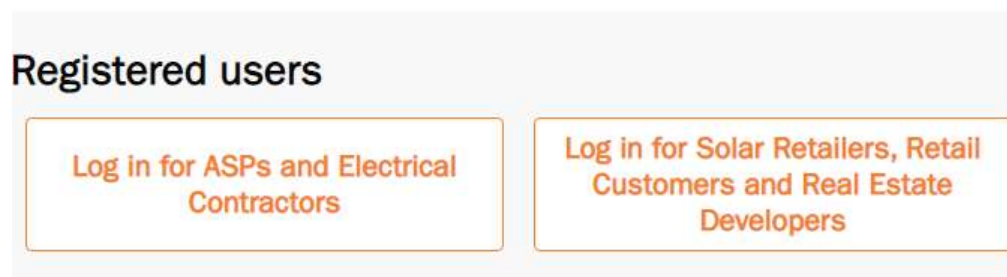
- Accredited Service Providers (ASPs – all levels)
- Electrical Contractors (ECs)
- Solar Installers
- Solar Retailers
- Complex Customers: Real Estate Developers, Councils, Government Departments, Telecommunication businesses, Legal Agents

Depending on the user category, different steps may be involved to set up a “Registered User account” for the Essential Connections portal. For information and guides on registering as a user, see the [Essential Connections Registration page](#).

Additional support information regarding the Essential Connections Portal and accounts can be viewed on the Essential Energy [support page](#).

After registering, users will be required to login based on their registered user type, either under:

- ASPs and Electrical Contractors; or
- Solar Retailers, Retail Customers, Real Estate Developers & Legal Agents.



It is possible to submit a Connection Enquiry application without registering as a user. Unregistered users may choose to simply submit a new Connection Enquiry. All users can pay an invoice using the *Pay my Invoice* button and following the prompts.

Unregistered users

I would like to



Accessing the Essential Connections Portal

The [Essential Connections portal](https://essentialenergy-au.force.com/essentialconnectionsportal/s/) is an online system that allows organisations and ASPs to manage their connection application and enquiry records quickly and easily. The portal is accessible via <https://essentialenergy-au.force.com/essentialconnectionsportal/s/>

You can access the Essential Connections portal on desktop, mobile and tablet devices either via your web browser or the Salesforce app for mobile devices.

We recommend using the following browsers based on the device being used to access the portal:

Desktop

Google Chrome for PC

Apple Safari for Mac

Mobile Devices

Apple Safari is recommended for use on iOS devices (Apple iPhone)

Google Chrome for Android devices

Tablet Devices

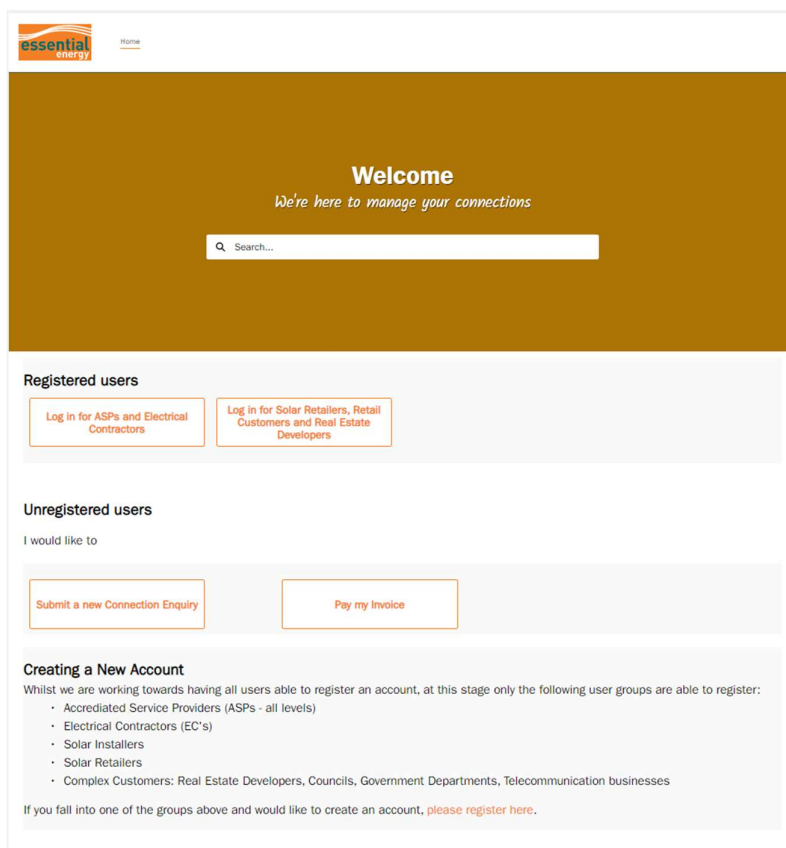
Apple Safari is recommended for use on iOS devices (Apple iPad)

Google Chrome for Android devices



If accessing the Essential Connections portal via the Salesforce application (rather than through a web browser) this may give you a slightly different experience.

Figure 1: Essential Connections Portal Webpage



Accredited Service Providers (ASP) & Electrical Contractors

Accredited Service Providers (ASPs) and Electrical Contractors will log in to the Essential Connections portal by selecting the relevant Register User role type. Users will be taken to the login page to sign in using their registered details and credentials via the Essential Energy Okta system.

Figure 2: Log In type for ASPs & ECs

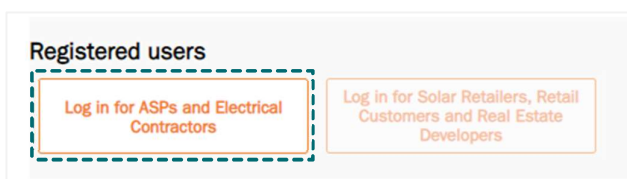
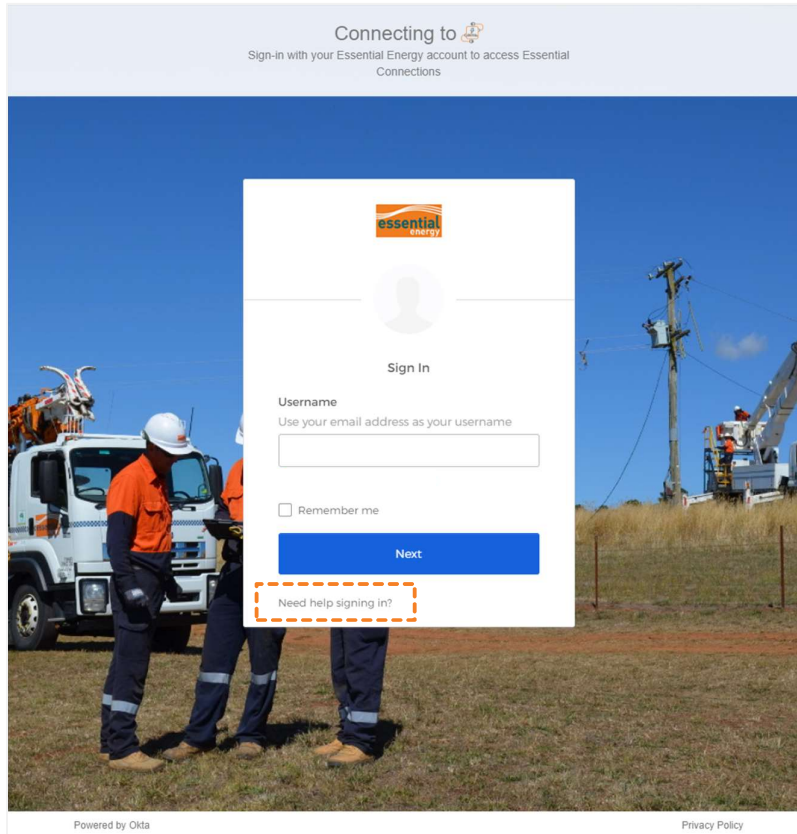


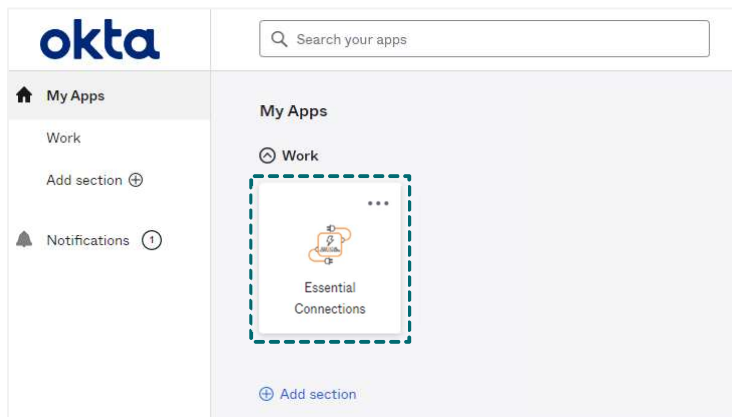
Figure 3: Essential Energy Okta sign in page



If you are experiencing issues logging into Okta, you can also use the 'Need help signing in?' button

Once the user has successfully signed in, they will be taken to the Okta homepage. From here, the user will select the Essential Connections tile to open the Essential Connections portal.

Figure 4: Essential Energy Okta apps homepage



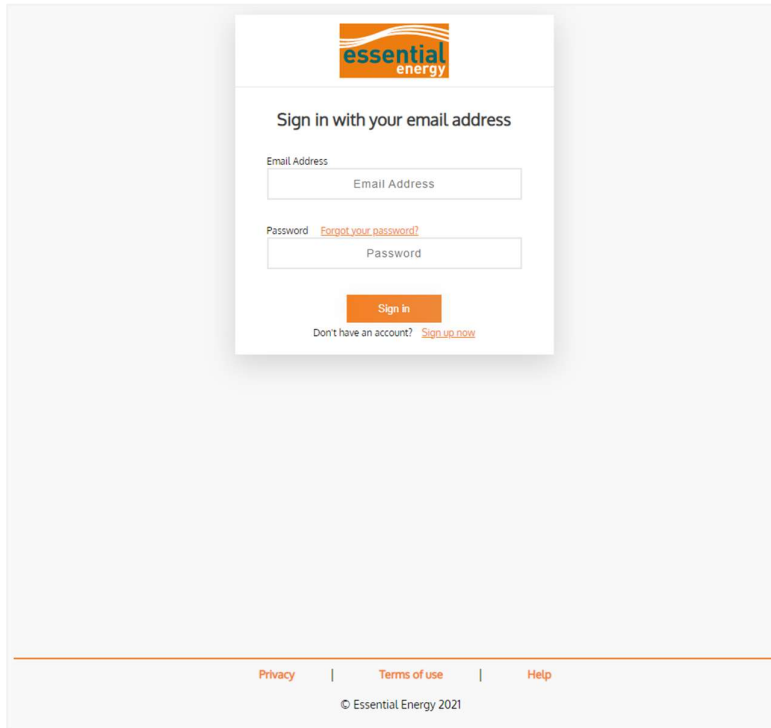
Non-ASPs (Solar Retailers, Retail Customers, Real Estate Developers, & Legal Agents)

Non-ASP registered users will log in to the Essential Connections portal by selecting the relevant registered user role type. Users will be taken to the login page to sign in using their registered details and credentials.

Figure 5: Log in type for non-ASPs



Figure 6: Non-ASP sign in page

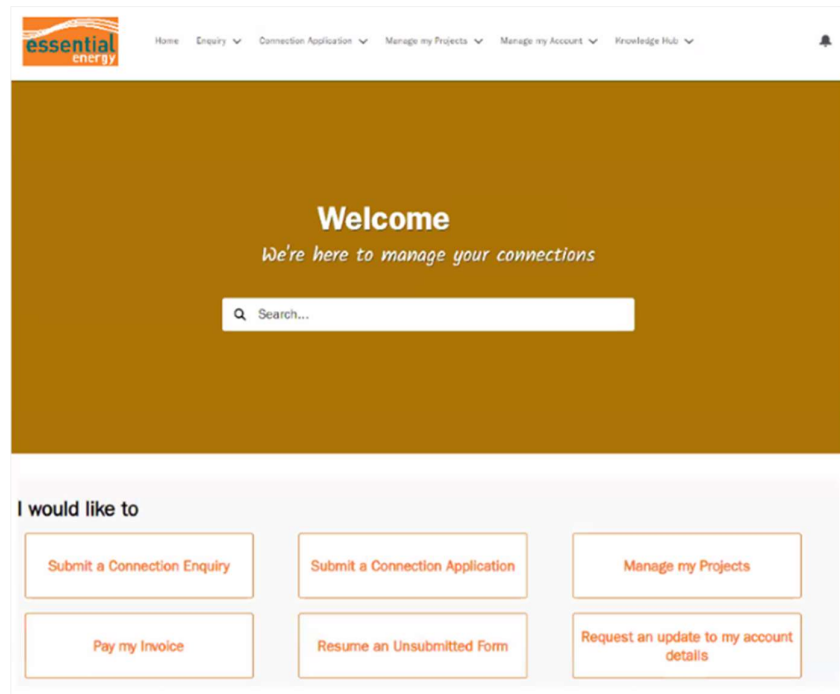


NOTE: Non-ASPs can also register by selecting the 'Sign Up Now' link (see [Essential Connections Registration page](#) for more information)

Registered User Homepage

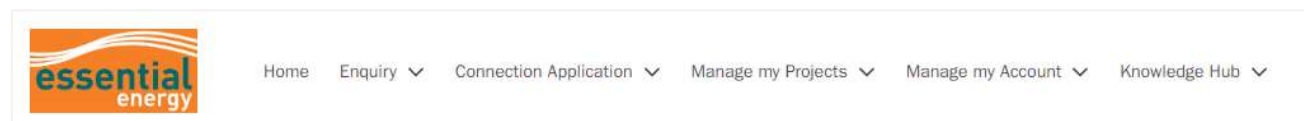
Once logged in, registered users are presented with the below welcome screen allowing quick access to all the portal actions associated with their account.

Figure 7:Homepage welcome screen



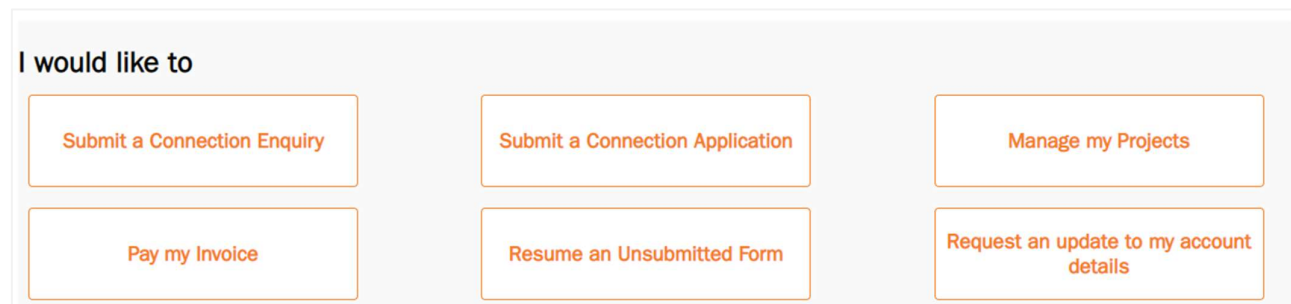
Submitting and managing forms and invoices can be completed via the **task bar** at the top of the screen or the **action buttons** located in the “I would like to” section.

Figure 8: Task bar



Action buttons have been provided to quickly begin common functions within the portal.

Figure 9: Action buttons



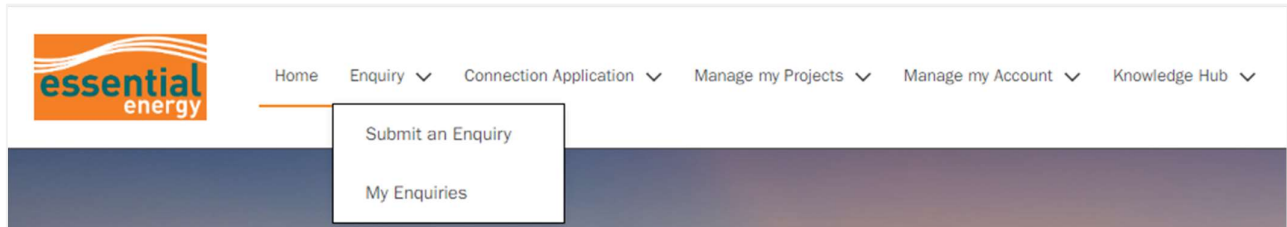
Resume an unsubmitted form allows users to continue a **Paused** application or enquiry only. Once restarted, any previously paused forms will disappear from the resume list. Paused forms will be removed after 14 days.

When using the *Pay my invoice* button, users will be required to manually search for an invoice using an 18-character Payment Reference Number, including the 3 letters at the beginning (e.g. EEI-xxxxxxxxxxxxxx).

Task Bar Options

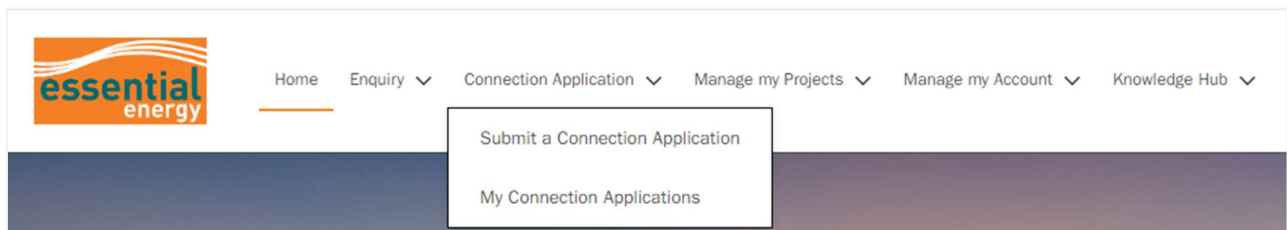
By selecting *Enquiry*, users can choose between creating a new enquiry or viewing previously submitted enquiries via My Enquiries.

Figure 10: Task Bar - Enquiry



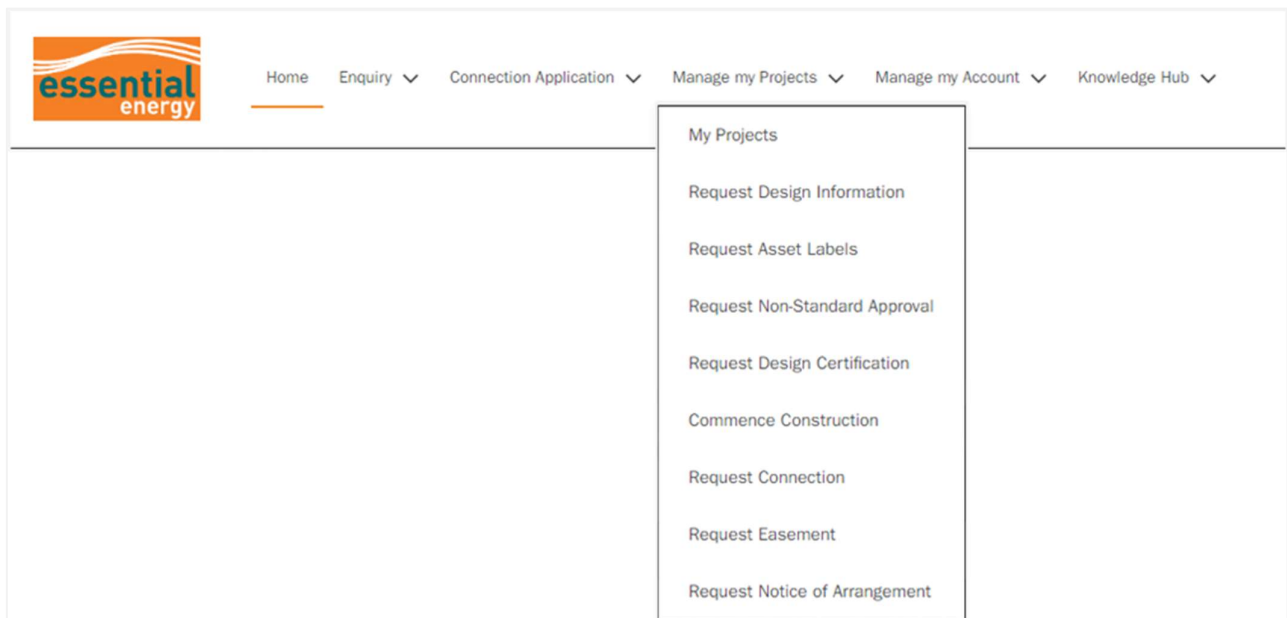
By selecting *Connection Application*, users can choose between creating a new application or viewing previously submitted connection applications via My Connection Applications.

Figure 11: Task Bar - Connection Application



By selecting *Manage my Projects*, users can choose from various project related requests such as requesting design information, asset labels, design certification etc...

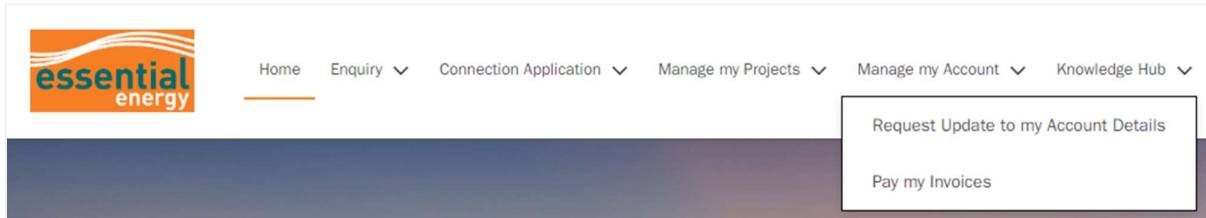
Figure 12: Task Bar - Manage my Projects



NOTE: All options will be visible via the Manage my Projects task bar drop down, however registered users may not be able to complete all types of requests based on their registered user role type permissions.

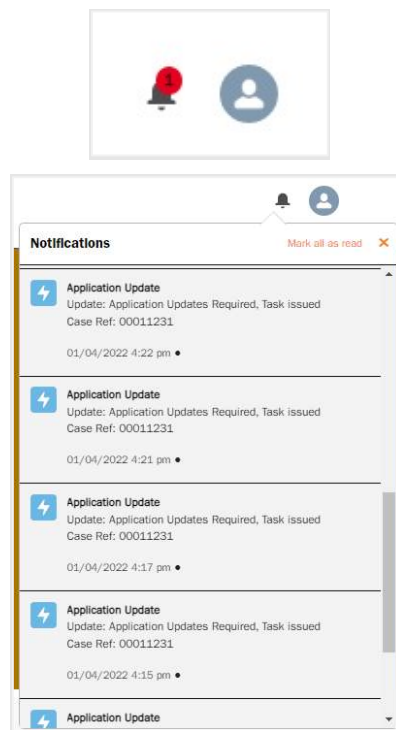
Selecting *Manage my Account* allows users to easily update their account details and pay invoices as required.

Figure 13: Task Bar - Manage my Account



The notification (bell) icon provides real time updates for activities that have occurred on a particular account or any submitted cases. The notification list can be used to directly access cases and tasks.

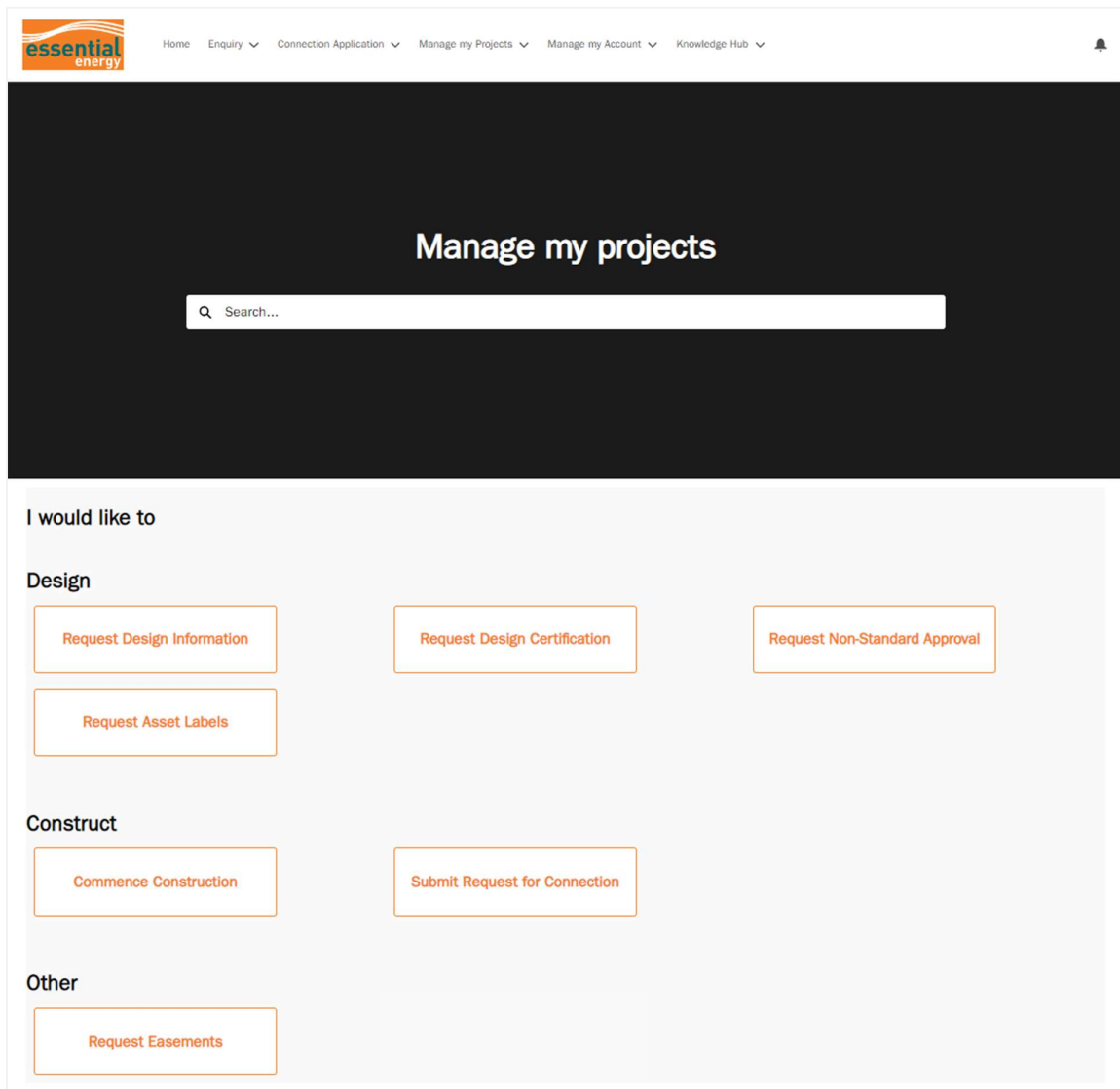
Figure 14: Task Bar – Notifications



Manage my Projects Homepage

Selecting the *Manage my Projects* action button takes users to the **Manage my Projects** homepage, which displays various action buttons for project related design requests and other requests such as requesting design information, asset labels, design certification etc...

Figure 15: Manage my Projects homepage



Connection Enquiry & Application Requests

Submit a new Connection Enquiry

There are multiple categories of enquiry, each with unique subcategories. Depending on the subcategory, users will be required to pay a fixed fee up front or a quoted fee from an invoice before receiving a response. It is important to understand the category and subcategory type selected to ensure the correct fee is applied and a response is returned quickly from the appropriate information owner.

The default enquiry categories are:

- **Solar enquiries:** for solar energy questions including installations and upgrades.
- **Pioneer scheme:** for questions about pioneer scheme eligibility.
- **Easement & land:** for legal review, development applications and easement enquiries for conveyancing.
- **Real estate development:** for a notice of arrangement or enquiries about real estate.
- **Network information:** for basic asset information (up to 5 assets) and power availability.
- **Technical time with our experts:** for technical enquiries such as site assessments and design analysis.
- **Processed connection offer enquiries:** for enquiries related to processed connection offers. – *Use this category to submit a question about any previous forms submitted with Essential Energy.*

Table 1: Outlines the fee structure for each subcategory. For detailed charges, please refer to the [Price Schedule](#) for Ancillary Network Services (ANS), referring to the current financial year.

Table 1: Subcategory Fee Structure

Category	Subcategory	ANS Fee (per hour)
Solar	Commercial or multi-occupancy Solar	Quoted – 2.2 Preliminary Enquiry Service
	Export limit enquiry – single residential premise	Fixed 30 minutes – 2.2 Preliminary Enquiry Service
	Other solar enquiries	Quoted – 2.2 Preliminary Enquiry Service
Pioneer Scheme	Find Pioneer schemes associated with the property	N/A
	Other pioneer scheme enquiries	Quoted – 2.2 Preliminary Enquiry Service
Easement & Land Enquiries	Easement enquiries for conveyancing	Quoted – 6.2 Easement Processing – Conveyancing Review–Conveyancing Services
	Deed of arrangement enquiries	Quoted – 6.3 Service involved in obtaining Deeds of Agreement
	Legal review services	Quoted – 6.6 Legal Review Services – customer funded works
	Land near electrical infrastructure	Quoted – 2.2 Preliminary Enquiry Service
	Other easement and land enquiries	Quoted – 6.2 Easement Processing – Conveyancing Review–Conveyancing Services
Real Estate Development	Technical enquiries related to real estate development	Quoted – 2.2 Preliminary Enquiry Service

	Other enquiries related to real estate development	Quoted – 2.2 Preliminary Enquiry Service
	Notice of arrangement enquiry	Quoted – 2.2 Preliminary Enquiry Service
Network Information	Basic asset information (Asset type, location & size etc)	Fixed 60 minutes – 2.2 Preliminary Enquiry Service
	Protection settings information	Quoted – 2.2 Preliminary Enquiry Service
	Fault levels	Quoted – 2.2 Preliminary Enquiry Service
	Other network information enquiries	Quoted – 2.2 Preliminary Enquiry Service
	Power availability	Quoted – 2.2 Preliminary Enquiry Service
Technical time with our experts		Quoted – 2.2 Preliminary Enquiry Service
Processed connection offer enquiries		Quoted – 2.2 Preliminary Enquiry Service

The following outlines the **typical process** for submitting a connection enquiry. Not all subcategories are identical. To submit a new enquiry, users must first make an acknowledgment of the enquiry conditions.

Figure 16: Enquiry – Acknowledgement

Create a new enquiry

Acknowledgement
Enquiry Category
Applicant and Customer Details
Location
Enquiry Details
Documents

Your enquiry will fit into one of three categories:

1. Fixed fee enquiry. A payment notification containing a service fee will be issued after the form is submitted. Essential Energy aims to respond within 5 business days following successful payment.
2. Quoted enquiry. Essential Energy will review your submitted enquiry and determine the service fee. Essential Energy aims to respond within 5 business days with the quote.
3. No fee enquiry. This enquiry does not attract a service fee. Essential Energy aims to respond within 5 business days.

If your enquiry is a fixed or quoted fee enquiry, you may:

- Pay the service fee through the payment gateway, or
- Not proceed with the enquiry.

Why is there a service fee?
Network services are performed by Essential Energy to facilitate your connection to our network. These services are required to ensure we maintain a safe, reliable and quality of supply to our customers. Our service fees are governed by Australian Energy Regulator. A price schedule can be found on our Essential Energy website.

I acknowledge

- There may be a fee associated with my enquiry
- Payment of my fee will be required upfront via a secure payment gateway
- Essential Energy may not respond to my enquiry if the fee is not paid

Agree

1. Select the desired category and subcategory

Figure 17: Enquiry – Category

Create a new enquiry

✓ Acknowledgement
Enquiry Category
Applicant and Customer Details
Location
Enquiry Details
Documents

What is your enquiry about?

* Select the category

* Select the sub-category

Need help choosing the right category?

- **Solar enquiries:** for solar energy connections including installations and upgrades.
- **Pioneer scheme:** for questions about pioneer scheme eligibility.
- **Easement & land:** for legal review, development applications and easement enquiries for conveyancing.
- **Real estate development:** for a notice of arrangement or enquiries about real estate.
- **Network information:** for information such as basic asset information (up to 5 assets) and power availability.
- **Technical time with our experts:** for technical enquiries such as site assessments and design analysis.
- **Processed connection offer enquiries:** for enquiries related to processed connection offers.
- **Other:** if your enquiry relates to something else.

Save
Previous
Next

i Enquiries are for information only and will **NOT** result in a connection offer.

- Select the appropriate applicant type. In most circumstances, this will relate to the Registered User type (e.g. ASP or Solar Retailer) for example, however; registered users may also function as Retail Customer as necessary.

Figure 18: Enquiry – Applicant

Create a new enquiry

Solar Enquiries (Export Limit Enquiry - Single residential premise)

✓
✓
Applicant and Customer Details
Location
Enquiry Details
Documents

Company Name:
Surname:
First Name:
Email Address:
Contact Mobile:

Registered User details will be pre-populated here

If your details are not up to date or are incorrect please complete and submit an amendment form on the website

Applicant type

* Please select the type which best describes your relationship with the retail customer/landowner

Retail Customer

-None-

ASP or Electrical Contractor on behalf of a retail customer or real estate developer

Solar Retailer or Solar Installer on behalf of a retail customer

Retail Customer

Real Estate Developer

Other

Previous
Next

- If acting on behalf of a Retail Customer, users must provide those customer details, including their email and phone, as well as the address details of the property the enquiry relates to.

Figure 19: Enquiry – Individual Details

Individual details

Please provide details of the individual that has engaged you to enquire on their behalf:

* First Name

* Surname

Address

I can't find my Lot & DP using the address bar above, Please enter Lot and DP Number manually

Contact Email

Unit Number

* Street Number

Contact Mobile

If there is an existing electricity connection at the enquiry location, users must provide an NMI and to confirm the address, lot and DP numbers presented.

Figure 20: Enquiry – Location 1

Create a new enquiry

Solar Enquiries (Export Limit Enquiry - Single residential premise)

✓
✓
✓
Location
Enquiry Details
Documents

Electricity connection

* Is there an existing electricity connection to the site?

-None-

-None-

Yes

No

Pause
Previous
Next

Figure 21: Enquiry – Location 2

Create a new enquiry

Solar Enquiries (Export Limit Enquiry - Single residential premise)

✓ ✓ ✓ **Location** Enquiry Details Documents

Electricity connection

* Is there an existing electricity connection to the site?

Yes

Location details

* National Meter identifier (NMI)

Not sure where to find the NMI? You can find this on your electricity bill

Pause Previous Next

1. If there is no existing electricity connection at the enquiry location, users will be asked to provide an address with Lot and DP number.

Create a new enquiry

Solar Enquiries (Export Limit Enquiry - Single residential premise)

✓ ✓ ✓ **Location** Enquiry Details Documents

Electricity connection

* Is there an existing electricity connection to the site?

No

Location details

I can't find my Lot & DP

*

Unit Number * Street Number

* Street Name

* City

* State * Postcode

Lot Number DP/SP Number

Pause Previous Next

The enquiry details section is where Registered Users can populate the form with the specific questions or information for processing. It is also possible to provide the details of other essential connection cases or connection offers that this enquiry may relate to.

2. The detailed description of enquiry field (see Figure 13) is important and as much details as possible should be provided to enable an accurate response.

Figure 22: Enquiry – Details

Solar Enquiries (Export Limit Enquiry - Single residential premise)

Create a new enquiry

Progress bar: ✓ ✓ ✓ ✓ Enquiry Details Documents

Location details

* Land Title Type: --None--

* Land Zoning: --None--

Enquiry details

Is this enquiry related to an existing enquiry? If yes, please enter the enquiry case number

Is this enquiry related to an ongoing/completed Connection Application? If yes, please enter the application number

* Please provide detailed description of your enquiry ⓘ

WARNING – After this point, you will not be able to move back to previous pages or pause your application. DO NOT press "Next" until you are sure that the information in your application is complete and you have any required documents (for example: site plans, voltage rise calculations, or single line diagrams) ready to be uploaded.

Buttons: Pause, Previous, Next

i At any stage up to and including this section the form can be paused and resumed later. Users will also not be able to return to previous screens after selecting next from this section.

3. If necessary, upload any documentation related to the enquiry

Figure 23: Enquiry – Upload Documents

Solar Enquiries (Export Limit Enquiry - Single residential premise)

Create a new enquiry

Progress bar: ✓ ✓ ✓ ✓ ✓ Documents

Documentation supporting your enquiry can be uploaded here.

Click the Upload Files button or drag and drop files to upload.

Upload Files Or drop files

01 - Enquiry 00011246

Find in folder

Name	File Size	Last Modified By
------	-----------	------------------

Buttons: Pause, Previous, Submit Enquiry to Essential Energy

4. Once an enquiry has been submitted, users will have the choice to Pay Now or Pay Later for Fixed fee enquiries only. Quoted enquiries will be displayed with a submission confirmation.

Figure 24: Pay Now or Pay Later

Enquiry submitted

Solar Enquiries (Export Limit Enquiry - Single residential premise)

✓ ✓ ✓ ✓ Enquiry Details Documents

Your Connection Enquiry has been successfully submitted.

Case reference: 00011246.

Fee payable: 92,975.
* GST not included.

To progress with your Connection Enquiry, please proceed to the Payment Gateway to make payment via credit card.

*** Do you want to Pay Now?**

Pay Now
 Pay Later

Save Submit

Figure 25: Pay Later or Quoted

Enquiry submitted

Solar Enquiries (Export Limit Enquiry - Single residential premise)

Your Connection Enquiry has been successfully submitted. Your case reference number is **00011246**

The Connection Enquiry you have submitted is a fixed fee enquiry. You have chosen to pay later option. You can pay later using the invoice reference number provided in the invoice emailed to you. Essential Energy shall respond within 5 business days once we have received your payment.

Please note that the invoice is valid only for 31 calendar days and beyond that, you will need to make a new enquiry.

Close

Once submitted your case will transition between certain statuses depending on the stage of processing. An initial 5-business day response limit applies to all enquiries. Table 2 describes each case status.

Table 2: Enquiry Status description

Status	Description
Draft	Paused, incomplete or failed submission. Deleted after 14 days.
In Review	Quoted enquiry. In review to determine if fees apply, and amount.
Pending Payment	Invoice created. Waiting on user to make a payment for their enquiry.
Submitted	User has paid a quoted invoice or a fixed fee enquiry. In Queue for review.
In Progress	Essential Energy is generating a response to the enquiry. Response timeframes apply.
Pending Customer	More information or action required from the user. Task issued. Waiting user response.
Issued	Enquiry response has been issued. No further action.

Submit a new Connection Application

There are multiple categories of application available to increase the rate of Auto-approval and ensure the application is processed by the correct department. It is important to understand the category selected to ensure the correct fees are charged and an offer is returned quickly from the appropriate information owner.

The default application categories are:

Generation Only connection applications (no load change)

Table 3: Application Generation Only

I WANT TO	APPLICATION FORM
<p>Connect a new or modify an existing (add to, remove, or replace):</p> <ul style="list-style-type: none"> residential or commercial solar system (not a high voltage customer) home battery storage system (DC coupled, no load change) residential or commercial wind generation or water turbine (not a high voltage customer) <p>This form is NOT for:</p> <ul style="list-style-type: none"> home or network connected electric vehicle chargers standby generation home battery storage system (AC coupled) 	<p>Modify an existing or add a new embedded generation system</p>

Load Only connection applications

Table 4: Application Load Only

I WANT TO	APPLICATION FORM
<p>Connect a new residential, commercial, or industrial premises to the Essential Energy network</p> <p>This form is NOT for high voltage customers</p>	<p>New Connection for Load only</p>
<p>Modify an existing connection to the network:</p> <ul style="list-style-type: none"> Increase load Decrease load Install stand-by generation (to be included as non-domestic appliances) <p>This form is NOT for high voltage customers</p>	<p>Modify existing load connection</p>
<p>Subdivide my land:</p> <ul style="list-style-type: none"> Residential, rural, or commercial subdivisions, including small two-lot subdivisions 	<p>Sub-Division Residential and Commercial</p>

I WANT TO	APPLICATION FORM
<ul style="list-style-type: none"> • Strata developments, such as apartments or shopping complexes • Industrial precincts and commercial parks • Community Title developments, such as closed gate or private subdivisions <p>This form is NOT for gaining a new NMI for a proposed development</p>	
<p>Remove or relocate Essential Energy network assets:</p> <ul style="list-style-type: none"> • To make way for new or modified infrastructure in a development • To provide safety clearances due to a changed environment • Due to changed property boundaries • To maintain appropriate lighting levels due to a changed environment • Due to electrical assets no longer being required <p>This form is NOT for removal or relocation of service mains or metering equipment</p>	<p>Asset Relocation / Removal or Street Lighting</p>
<p>Connect temporary supply arrangements to allow the connection and supply of electricity for the development of a site.</p> <p>Please note: Temporary builder's supplies are not an approved supply arrangement for continued supply to a site. (Primarily a commercial premise).</p>	<p>Temporary Builder Supply</p>
<p>Connect a new special small unmetered load (up to 10 Amps). Generally established in public places, such as road reserves</p>	<p>New small unmetered supply (SUMS)</p>
<p>Alter an existing special small load (up to 10 Amps). Generally established in public places, such as road reserves</p>	<p>Alteration of small unmetered supply (SUMS)</p>

Load and Generation connection applications

Table 5: Application Load and Generation

I WANT TO	APPLICATION FORM
Connect a new residential, commercial, or industrial premise to the Essential Energy network and connect new embedded generation (solar, batteries, etc)	New connection for load and new embedded generation
Modify an existing connection to: <ul style="list-style-type: none"> • upgrade and/or modify the existing load connection without modification to the existing embedded generation system; OR • upgrade or modify the existing load connection and modify the existing solar/battery installation OR • add an AC coupled battery; • add a DC coupled battery with load change 	Modify existing load connection and add new/modify existing embedded generation

Major Network Connections

Table 6: Major Network Connections

I WANT TO	APPLICATION FORM
Submit an application form for a contestable works project that is related to a Major Network Connection project_ NOTE: This is used by customers who want to submit a Design Information Application (DIA) request for a contestable works project related to a Major Network Connection project. This application creates the Application Case number and Essential Connections Number (ECN) that are required as part of the DIA form process. The application is auto-approved and there are no fees.	Major Connections Contestable Works Application Form

Do you need to submit a connection application?

There are some activities where a connection application is not required as highlighted in the Table 6 below. However, even if an application is not required other forms, such as a NOSW or CCEW, may be required.

Table 6: Application not required

I WANT TO	
Meter installation / replacement Type 1 - 4	Connection Application Not Required.
Meter box replacement <100A (no load change)	
Main Switchboard replacement >100A (no load change)	
Disconnection / Reconnection of Service Mains / Change of Point of Attachment position (no load increase).	
Alterations to Consumer Mains	
Work on a switchboard or associated electrical equipment – repair and replace (which does not alter load, method of electrical protection or earthing).	

Stand-alone generation installed, not connected to network	Note: NOSW or CCEW forms may still be required.
Re-energisation of electrical installations disconnected for >12 months	
Install or remove appliances that are plugged into power points	
Gaining new NMI for proposed development (you need to request NMI's from a retailer)	

What fees can I expect to pay for a Connection Application?

Essential Energy will seek payment of ancillary service fees for all connection services it provides. An invoice will be delivered for payment prior to any connection offer being provided. An initial 10 business day response limit applies to all applications and a 30-day payment window before a case will be automatically closed.

Table 7 outlines the fee structure for each ANS service minimum rate. For detailed Connection Application related service charges please refer to the [Price Schedule](#) for Ancillary Network Services (refer to current financial year)

Table 7: Application Fee Structure

ANS Schedule Fee	Description	Cost type
2.4 Connection Offer Fee	<p>This fee applies to all connection applications. There are three different types of connection offer fees:</p> <ol style="list-style-type: none"> 1. Basic Connection Offer Service – when you submit your connection application, we will automatically assess your application against our auto-approval rules. If your application passes our auto-approval rules, we will charge you a Basic Connection Offer fee 2. Basic + Tech Review Service – If your application does not pass our auto-approval rules we will have one of our technical staff review your application. If our technical staff assess your application is eligible for a Basic Connection Offer you will be charged the Basic + Tech Review fee 3. Standard Connection Offer Service - If your application does not pass our auto-approval rules we will have one of our technical staff review your application. If our technical staff assess your application is eligible for a Standard Connection Offer you will be charged the Standard Connection Offer fee 	Fixed
2.5 Planning Assessment Fee	<p>Approximately 1% of the connection applications we receive are complex and require a detailed assessment by a Connections Planning Engineer. This fee recovers the cost of any complex connection application that requires a detailed assessment by a Connections Planning Engineer.</p> <p>Assessment fees are charged at an hourly rate, and thus vary based on the time they incur. Average assessment fees are around 1-3 hours or \$200 - \$700. On rare occasions this may increase to 10 hours / \$2000 or more for very complex connections. Typical examples include large commercial premises and commercial solar installations.</p> <p>We will always advise you or your agent when we determine that a planning assessment is going to be required and get you or your agents approval to proceed before incurring these costs.</p>	Hourly rate
2.5 Power Quality Assessment Fee	<p>On rare occasions a connection application may also require a Power Quality Study. This fee is charged at an hourly rate, and thus vary based on the time incurred. Average Power Quality Assessment Fees are around 5-10 hours or \$900 - \$1,800.</p>	Hourly rate
2.4 Incomplete Information Fee	<p>The Incomplete information fee is applied to applications that are submitted without the required information or attachments/supporting information included. This fee is to recoup the time spent by a technical officer reviewing an application before realising that further information is required to complete the assessment.</p>	Fixed (based on Basic Connection Offer fee)

Where can I find the ANS fee schedule?

The first column in Table 7 references the ANS Fee Schedule. This schedule includes all our fees that have been approved by the Australian Energy Regulator and details the specific costs for each fee or the specific hourly rate that we can charge.

The ANS Fee Schedule can be found at <https://www.essentialenergy.com.au/our-network/network-pricing-and-regulatory-reporting/network-pricing> - look for the file 'Price Schedule for Ancillary Network Services for the relevant financial year.

Application – Example

This example images below demonstrate the typical screens for a New Connection for Load only.

1. Select the desired category of Application.
2. Select the applicant type appropriate for the situation.

*It is important to understand that Essential Connections will only correspond with the Registered User regarding a connection application. However, users are required to provide any **retail customer details** they are submitting on behalf of.*

Figure 26: Application – Applicant and Customer Details

Submit Application
Modify an existing or add a new embedded generation system

Applicant and Customer Details | Site/Location Details | Generation and Storage | Documents

Registered User Details:
Company Name: Brad Smith ASP

We will send all correspondence relating to this application to the contact details below. They will also appear on any payment notifications and tax receipts. If your details are incorrect, please submit an amendment form on our website.

Surname: [Field]
First Name: [Field]
Email Address: [Field]
Contact Mobile: [Field]

To update your contact details, click [HERE](#) and select your appropriate registration level.

Retail Customer Details
The details here need to be for the retail customer. The retail customer is the customer who owns the electricity account at the site of the connection (The NMI will in their name)

* Applicant Type: [Dropdown: ASP or Electrical Contractor on behalf of a retail customer or real estate developer]
* Is the customer a business or an individual?: [Dropdown: Individual]

Please provide the contact details of the retail customer

* First Name: [Field] * Surname: [Field]
* Retail Customer Contact Email: [Field] * Retail Customer Contact Phone: [Field]

Registered User details will be pre-populated here



Help icons provided to assist users make the right choices and provide the correct details.

3. Search for retail customer address and select from the list. The address search will provide capability to locate addresses within the spatial services database for NSW, ACT and QLD.

Figure 27: Application – Retail Customer Address

Address

The ho

THE HOBBIT 234 MOONABUNG RD, VACY NSW 2421

THE HOLLIES 135 BIGGA RD, BINDA NSW 2583

THE HOLLOW 1839 SOLDIER SETTLEMENT RD, BIDGEEEMIA NSW 2642

THE HOLLOW 399 WILD CATTLE FLAT RD, JINGERA NSW 2622

THE HOLLOW 53 CHURCH ST, BURRAWANG NSW 2577

4. If the customer is **not** the landowner, users will need to input separate landowner details.

Figure 28: Application – Landowner Details

* Is the customer also the landowner?

No
-None-
Yes
No

* Is the landowner a business or individual?

Individual

* First Name

* Surname

* Contact Email

* Contact Mobile

Address

5. If the Registered User is not the installer of the connection work, they will need to supply installer details.

Figure 29: Application – Installer Details

* Are you the installer for this connection work?

No
-None-
Yes
No

* Has an installer been selected for these works?

Yes

* Business Name

* Contact Name

* Contact Email

* Contact Mobile

If this application is related to an existing enquiry, please enter the enquiry case number

6. Registered User consent is required to proceed with connection application

Figure 30: Application – Consent

Agent Consent:
I warrant that I am authorised in writing by the customer to disclose the information in this connection application to Essential Energy for the purpose of Chapter 54 of the National Electricity Rules, to act on behalf of the property owner to make an application as to a connection service, to request an expedited connection, and to accept a connection offer. The property owner acknowledges they will be bound by any connection offer accepted, or taken to be accepted by me. I acknowledge and understand that I may be required to provide a copy of the customer's explicit informed consent for the submission of this application if requested by Essential Energy up to 12 months from the date of submission of this application and that Essential Energy may contact the customer to confirm that they have provided their consent to me completing and submitting this application on their behalf.

Yes – I have explicit informed consent in writing from the customer

Expedited Connection Offer and acceptance
*By selecting an expedited connection during my application, I agree to accept the terms and conditions of Essential Energy's Model Standing Offers for Basic Connection Services or Standard Connection Services. These Offers are accessible at www.essentialenergy.com.au.
If Essential Energy is satisfied the service requested in this application, falls within the terms and conditions of one of those Model Standing Offers, I will not be required to provide signed acceptance of the Connection Offer.*

By selecting a non-expedited connection, I will wait for Essential Energy to provide details of the Model Standing Offer suitable for my connection services, and I will be required to provide signed acceptance within 45 business days.

* Request to expedite:

Yes

This application defaults to request to expedite. You may choose a non expedite application and you will also have a selection to negotiate the connection offer.

Terms & Conditions:

1. I confirm the information provided on the form is accurate.
2. The Applicant indemnifies Essential Energy from and against all claims, demands, actions and proceedings brought against Essential Energy arising out of or in any way related to the failure of the Applicant to comply with clause 1 of these terms and conditions.
3. If the Applicant fails to comply with clause 1 of these terms and conditions, Essential Energy may disconnect the above mentioned connection from the network.
4. The Applicant is responsible for payment of Essential Energy service fee for the assessing of applications and making a basic or standard connection offer.

Pause Previous Next

- Input connection location NMI depending on the type of application being submitted. NMI must be 11 digits and can be numeric or alphanumeric, for example: NAF53238551 or 40001234567.

Figure 31: Application – National Meter Identifier (NMI)

Submit Application
New connection for Load only

✓ Site/Location Details Load/Demand Documents

Please provide the site/location details that this application refers to

* National Meter Identifier (NMI)

Complete this field.

Not sure where to find the NMI? You can find this on your electricity bill

Pause Previous Next

- After adding an NMI, the system will automatically display the address details listed for that location. Select the appropriate responses to the questions and follow the system prompts.

Figure 32: Application – Site/Location Details

Submit Application
New connection for Load only

✓ Site/Location Details Load/Demand Documents

NMI Address Details:
NMI: 40013365830

Street Number:
Street:
City:
State:
Postcode:

NMI location details will be populated here

* Are these address details correct?

* Is this lot being subdivided?

Pause Previous Next

Figure 33: Application – Lot and DP Number

Submit Application
New connection for Load only

✓ Site/Location Details Load/Demand Documents

Lot Number:
DP/SP Number:

Pause Previous Next

Figure 34: Application – Additional location details

Submit Application
 Modify an existing or add a new embedded generation system

Progress bar: Site/Location Details (active), Generation and Storage, Documents

* Land Title Type

Not sure what is Land Title type to select? [Click here to learn more.](#)

Special Circumstances

If the property has been affected by recent natural disasters, please select the relevant environmental code. Check prior announcements by Essential Energy for codes.

* Does this application for connection relate to a contestable works project?

* Will there be multiple accounts/NMIs on this lot?

* Is this address part of a multioccupancy residential area?

Buttons: Pause, Previous, Next

If there are Special Circumstances affecting connections within the network Essential Energy will create and global announcement on the connection’s portal directing users to select a special circumstances code, as necessary.

Figure 35: Application – Special Circumstances

Special Circumstances

If the property has been affected by recent natural disasters, please select the relevant environmental code. Check prior announcements by Essential Energy for codes.

Application – Load demand

Table 8 outlines the auto approval load values for load only application. Note that there are exceptions where even though your load requirements are within load thresholds, a technical review may still be conducted (for example, where your site is part of a multi-occupancy site) and therefore your application will not be auto approved.

Table 8: Application Load values

Load Value	Description
Greater than One Hundred amps (>100 amps)	In any phase configuration will require switch board approval.
Less than One Hundred amps (<100 amps) Less than Sixty-Three amps (<63 amps) per phase	Auto Approved load for single phase. Auto Approved in all the phases (2 phase, 3 phase or split phase) Urban domestic load applications only.
2 phase or 3 phase connections	If Registered User is unsure if 3 phase power is available, they should answer no to the question related to 3 phase availability.

9. Input the correct Load/Demand requirements

Figure 36: Application – Load/Demand

Submit Application
New connection for Load only

Progress bar: ✓ ✓ Load/Demand Documents

Network Information
To avoid rejection of your application, please provide accurate details about the intended Connection Point to the Essential Energy network.
Connection Point information and associated Essential Energy (EE) asset numbers can be found on our [Network Information Portal](#)

* Is Low Voltage Network available at the property?
 Yes
 No

Power Requirements

* Type of Connection
-None-

* Number of Phases required
-None-

* Is Three Phase power currently available (if Split Phase, is 480 V available) ⓘ
 Yes
 No

* Required Load (Demand) in Amps - Amp A
[Text Input Field]

* Do you have a Non Domestic Equipment Requirement? If you answered yes to the question, extra information will be required on the next page.
 Yes
 No

If you are confident that this connection will require augmentation of our network (i.e. an upgrade to, or extension of, the existing network by a L3/L1 ASP) then we do not need to conduct an assessment of your application and can automatically issue you a Standard Connection Offer

* Does this connection require Network Augmentation?
 Yes
 No

Buttons: Pause Previous Next

10. If there is Low Voltage network available at the property users will be required to supply connection point type and Asset Number.

Figure 37: Application – Low Voltage available

* Is Low Voltage Network available at the property?
 Yes
 No

* Connection Point
-None-

* EE Asset Number(Connection Point)
[Text Input Field]

11. Select the number of phases required. Users must provide a required load for each phase. Note – this is total load per phase (i.e. existing load plus new load).

Figure 38: Application – Phases

Power Requirements

* Type of Connection
Domestic

* Number of Phases required
Three Phase
-None-
Single Phase
Two Phase
Split Phase
Three Phase

* Required Load (Demand) in Amps - Amp A
[Text Input Field]

* Required Load (Demand) in Amps - Amp B
[Text Input Field]

* Required Load (Demand) in Amps - Amp C
[Text Input Field]

i <100amps single phase / <63amp two/split or three phase Urban Domestic applications can be auto approved but exceptions apply.

Application – Generation (if required)


Auto approval applies where the total site Embedded Generation (EBG) system is $\leq 10\text{kW}$ and export limit less than 5kW for Urban domestic single-phase installations only.

When completing an application for **generation** users will need to search and select precise inverters from the Clean Energy Council supplied list.

1. Input desired inverter name to search, for example Growatt, Tesla, Sungrove.

Figure 39: Application – Search Inverter

Modify an existing or add a new embedded generation system



Inverter

Enter your inverter, search to find and select the right inverter, then press Next.

Inverter

Search

Previous Next

2. Select from the provided list

Figure 40: Application – Select Inverter

- Growatt - MOD 8000TL3.X.AU (AS4777 2 2020)
- Growatt - MOD 9000TL3.X.AU (AS4777 2 2020)
- Growatt - MOD12KTL3.X (AS4777 2 2020)
- Growatt - SPF 3500 ES
- Growatt - SPF 5000 ES
- SUNGROW - SH5.ORT (AS4777 2 2020)
- SUNGROW - SH5K.30 (Declaration)
- SUNGROW - SH6.ORS (AS4777 2 2020)

Previous Next



Panel output & Power output for existing & new EBG must be input in Kilowatts(kW).

If Registered User requires 3MW output this will be entered as 3000 kW , similarly an output of 13000W will be input as 13 kW .

Users are not able to amend all values of the displayed list. However, the **quantity** of each inverter type added to the list can be changed.

3. To add multiple inverters of the *same* type, use the pencil icon in the **Quantity** field.
4. To add multiple **types** of inverters, use the search function to add new inverters
5. When all requirements are added to list check **Confirm Inverters**
6. Click **Next** to proceed

Figure 41: Application – Quantity Inverter

Modify an existing or add a new embedded generation system

Generation and Storage

Documents

Inverter

Inverter

Search

Inverter Id	Model Number	Number of Phases	Quantity	Inverter Rating (kw)	Inverter Type	Remove
1	INV00010262	GROWATT - Growatt SP...	1	3	SPH	

Confirm Inverters

Total Inverter Output (kW)

3

Previous Next

7. Repeat actions for Batteries (if necessary)
8. Update proposed export limit details as per requirements.

Figure 42: Application – Export Limit

Create new Application

Modify an existing or add a new embedded generation system

Generation and Storage

Documents

Total Embedded Generation

Total Battery Output Capacity (AC Coupled Only): 0.00

Total Inverter Capacity: 3.00

Total Site EGB Capacity: 3.00

* Proposed Export Limit

--None--

* Total Site Export including Embedded Generation & Storage devices for existing & new (KW)

* Has a Demand Response Enabling Device (DRED) been fitted?

Yes

No

No information available

WARNING – After this point, you will not be able to move back to previous pages or pause your application. DO NOT press "Next" until you are sure that the information in your application is complete and you have any required documents (for example: site plans, voltage rise calculations, or single line diagrams) ready to be uploaded.

Pause Previous Next



Selecting next from this screen prevents users from returning to previous pages or pausing.

Application – Documentation (if required)


Applicants may be required to upload the necessary documentation before submitting. The documents required will be determined by the application type and the load/EBG values being applied for. Registered Users will be presented with the documents screen appropriate for their application type which may vary from Figure 35 below.

1. Provide Description of works (expand via click and drag bottom right corner)

Providing an accurate description of the proposed works is an important aspect in processing an application. Details provided here will enable more efficient connection offer delivery in the event of a technical review.

Figure 43: Application – Documents

Modify an existing or add a new embedded generation system



* Please provide a detailed description of the Proposed Works ⓘ

Supporting Documents

A Single Line Diagram is mandatory for all generation applications.

* Single Line Diagram

--None--

* The uploaded SLD is a representation of the connection and I declare this to be accurate

--None--

As per the latest Service & Installation Rules of NSW, any system >3kW Rural or >5kW Urban must submit compliant voltage rise calculations for approval prior to the systems being connected to the network. The Voltage Rise Calculation is to include all generating systems intended to be installed at the site and connected to the same connection point.

Voltage Rise Calculation Document Upload

PLEASE NOTE – Once you upload a document you will not be able to remove it from the system. Please ensure you are uploading the correct documents. If you upload an incorrect document, please submit a connection enquiry to have it removed. Quote your case number and incorrect document name in your request.

Upload Files Or drop files

02 - Application 00012055

Name	File Size	Last Modified By

My Application is for a system >3kW Rural or >5kW Urban and I have uploaded my compliant Voltage Rise Calculations and Single line diagram

My Application is for a system <3kW Rural or <5kW Urban that does not require a compliant Voltage Rise Calculation

I confirm I have uploaded all the required files

Submit Application to Essential Energy



Insufficient or incorrect documentation will delay processing and may incur additional costs.

2. Select a SLD template type or upload your own SLD.
3. Select declaration response
4. Upload required documents
5. Check only the boxes that apply
6. Submit

Application – Payment (if required)

Depending on the type of application, offers can be immediately auto approved. This is generally for basic and standard applications matching the load and/or generation guidelines.

1. If an application is auto approved users will have a choice to pay now or pay later. If an application requires review users will not be presented with a payment option.

Figure 44: Application – Payment

Submit Application
New connection for Load only

Do you want to Pay Now?

Pay Now
 Pay Later

Buttons: Pause, Previous, Next

2. If users choose to pay now, invoice details will be displayed for users to accept. Pay later will deliver an invoice via email and begin payment reminders. Application without payment after 30 days will be automatically cancelled.

Figure 45: Application – Pay Now

Submit Application

Payment Gateway - Search Invoice

* Enter Reference Number:
EEI-0000XXXXXXXXXX

Search

Invoice Details

Invoice Reference Number:	EEI-0000
Case Number:	00011250
Amount:	AUD 27.42
GST:	AUD 2.74
Grand Total:	AUD 30.16

Accept

i Payment must be made **prior** to the delivery of any model standing offer letters.

Once Submitted your case will transition between certain statuses depending on the stage of processing. Table 10 describes each case status.

Table 9: Application Status description

Status	Description
Draft	Paused, incomplete or failed submission. Deleted after 14 days.
Pending Payment	Invoice created. Waiting on user to make a payment for their enquiry.
In Progress	Essential Energy is reviewing the application. Response timeframes apply
Pending Customer	More information or action required from the user. Task issued. Waiting user response.
Planning	Connections Planning completing assessment for application.
Pending Acceptance	Docusign generated for paid applications requiring acceptance of case conditions.

i Incorrect information or repeated requests for more details will result in additional charges.

Which offer applies to my Connection Application?

Table 10 displays the different thresholds for connection applications and the connection offers that apply to each.

Table 10: Application Connection Offers

Essential Energy Connection Service		Basis Offers		Standard Offers	
		Basic - No Embedded Generation	Basic – With Embedded Generation	Standard – No Embedded Generation	Standard – With Embedded Generation
Urban domestic connections and modified loads of <100 amps single phase connection or <63 amps three phase connection (LV) with no augmentation to the network	Auto approval through the Connections Portal**	✓			
Embedded generator with <=10kW system with an export limit of <=5kW for single phase urban domestic customers with no augmentation to the LV network	Auto approval through the Connections Portal**		✓		
All other LV loads not requiring an augmentation to the network	Requires technical review	✓			
All other embedded generators with <=30kW system with no augmentation to the LV network	Requires technical review		✓		
LV Standard Connection service – any load request that does not meet the requirements of the LV Basic Connection service	Requires technical review			✓	
Embedded generator with <=30kW system with augmentation to the LV network	Requires technical review				✓
Large, embedded generator with >30kW system with or without augmentation to the LV Network	Requires technical review				✓

*Thresholds are based on total load and generation capacity

**Exceptions apply – see below for further information

When will a connection application auto-approve?

Table 10 describes the circumstances where a connection application may auto approve however, there are exceptions that may apply to your connection application in which case your application will require a technical review by our Technical Enquiries team and will therefore not be auto-approved. Examples of exceptions include:

- If you choose 'No' to Expedite
- If you choose to negotiate the connection offer
- If you answer 'No' to 'Is low voltage network available'
- If your site address cannot be found in our lookup to spatial services and you manually enter your Lot & DP (as we need to check Lot & DP and validate the rural / urban zoning)
- If land title type is community or strata (only Torrens are auto approved)
- If the site is a multi-occupancy / embedded network site
- If there are multiple NMI's on the same lot
- If you want three phase power but indicate no availability to site
- If you are keeping your existing embedded generation system and adding to it
- Substation capacity has reached 80%
- Master Sub meter on site
- If you indicate this is a new connection but we have an existing connection offer in our systems
- If you include an environmental code indicating, you have been impacted by a natural disaster
- If have indicated that you have non-domestic equipment as part of your application
- If you are requesting a small unmetered supply (SUMS)
- If we have communicated to you that you will no longer have access to auto-approval functionality due to inappropriate use of our systems or purposeful inaccuracies on applications

Note that this is not an exhaustive list of all exceptions and so even if your connection application doesn't meet any of the above exception examples your application may not be auto approved.

In most cases if you connection application does not meet our auto-approval conditions your connection will attract our Basic + Technical Review service fee or our Standard Connection service fee.



Other fees may also apply to your connection application. Please see Page 25 for information about our connection application fees.

Accepting Offer

Based on the conditions applied to a Connection Offer, users may be required to **accept** those conditions via electronic signature using DocuSign.

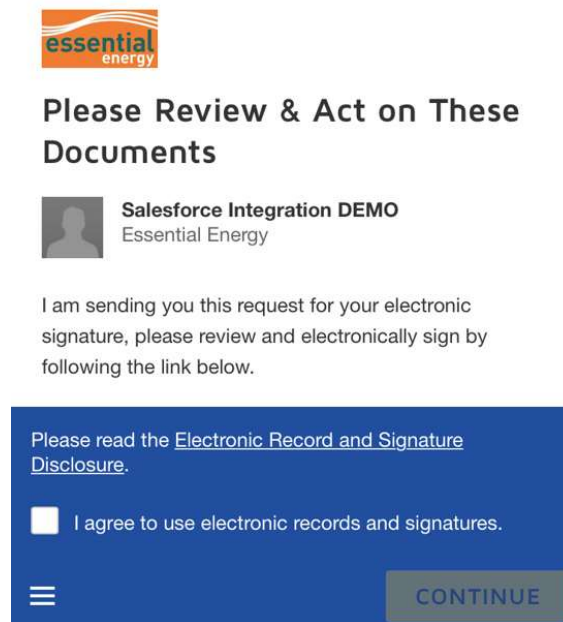
Once Invoice is **Paid**, Salesforce generates and delivers the Connection Offer letter. If site conditions require Customer Acceptance, the user will be sent a DocuSign email at the same time.

Figure 46: Accepting – DocuSign email example



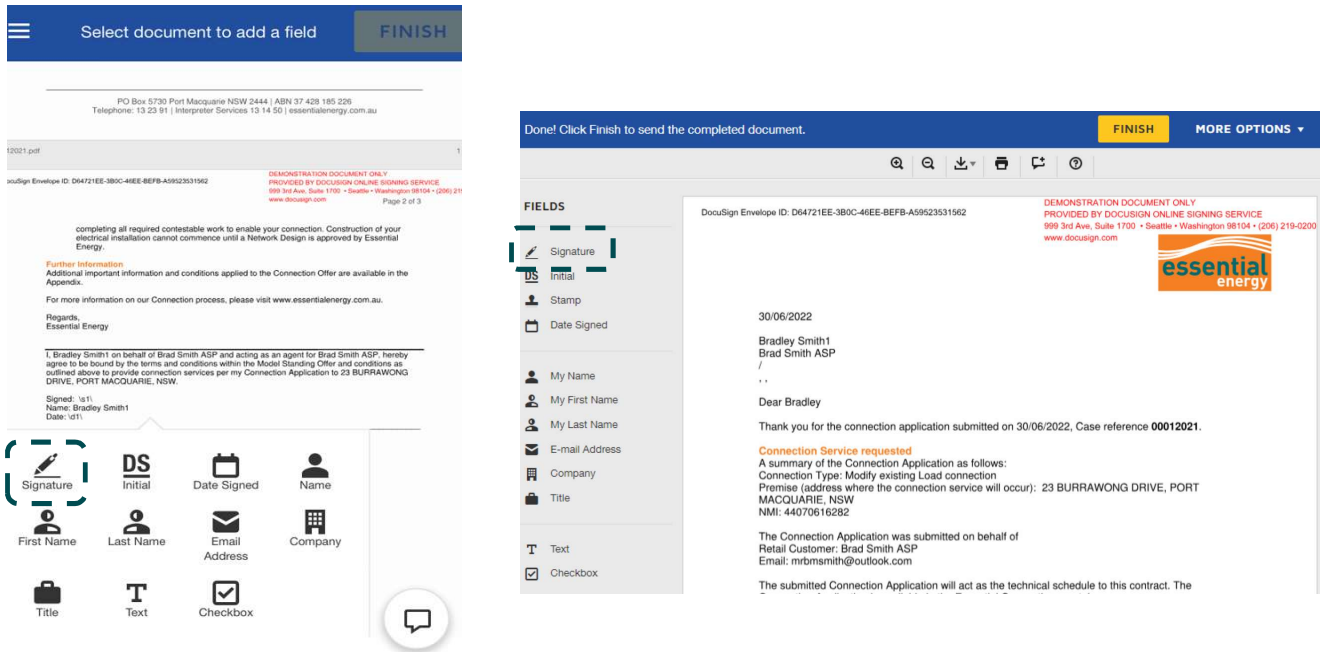
1. Select review document
2. DocuSign will open and user must check agree to continue

Figure 47: Accepting – DocuSign agree example



3. Review the document and any case conditions.
4. Once ready to accept touch or click the screen at the signature field and select the Signature option.

Figure 48: Accepting – mobile view / computer view example



5. Sign in the Draw your signature field
6. Adopt and Sign

Figure 49: Accepting – Signature example

* Required X

Full Name* Initials*

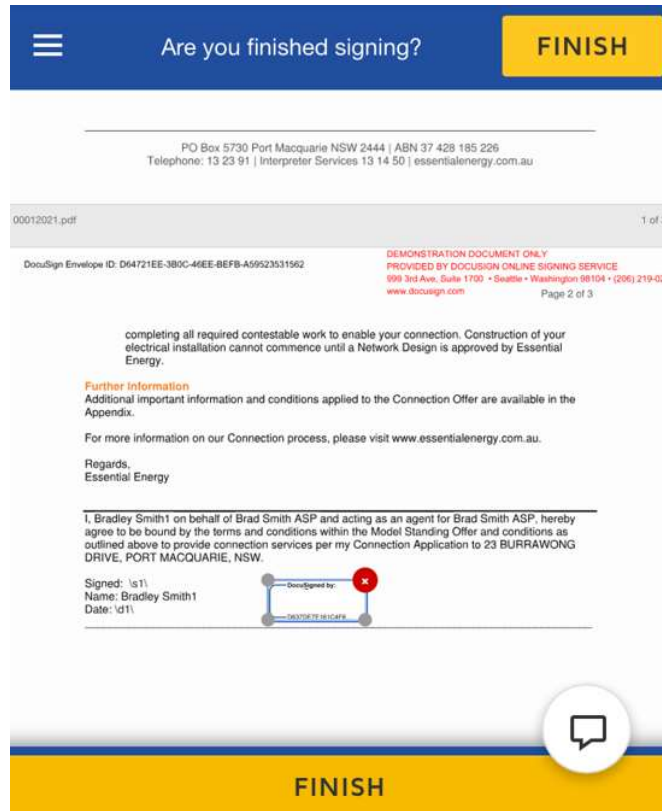
SELECT STYLE DRAW UPLOAD

DRAW YOUR SIGNATURE Clear

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

7. Click and drag signature to the desired size and location
8. Finish

Figure 50: Accepting – Finish example



9. Users will then be sent a signed Connection Offer Letter, Connection Offer number (ECN-XXX) and a DocuSign Summary.
10. Case will update to Complete with all details and documents available in the portal.

Viewing Account activity

From home screen users can select either *manage my enquiries*, *manage my connections*, or *manage my projects* to display a list of the relevant applications or cases submitted from the Registered User account or their organisation.

1. Case details are displayed including address, NMI, and status. A case can then be selected from the list or if case number is known, can be searched from the list.

Figure 51: Open Application List View

Cases **My Open Applications** ▼

1 Item · Sorted by Case Number · Filtered by All cases · Status, Case Record Type

Case Nu...	Case Record Type	Site Stre...	Site City	Site NMI	Application Category	Status
1	00019025	Application	HALL DR	MURWILLUMBAH	Asset Relocation/Removal or Street lighting	Pending Payment

Figure 52: Submitted Cases List View

Cases **My Submitted Cases** ▼

45 items · Sorted by Case Number · Filtered by All cases · Status, Case Record Type

Case Number	Case Record T...	Application Category	Status	
1	00012017	Application	Modify an existing or add a new embedded generation system	Pending Acceptance
2	00012013	Application	Modify an existing or add a new embedded generation system	Completed
3	00012012	Application	Modify existing Load connection	Completed
4	00012010	Application	New connection for Load only	In Progress
5	00012009	Application	New connection for Load only	In Progress



Users may need to check multiple list views to display cases depending on type and status.

3. Selecting a case will display the form details and case activity, including status, invoices, tasks, and conditions.

Figure 53: Example Application Case View

Case 00011250 Printable View

Case Record Type: Application Status: Pending Payment

Case Number: 00011250 Case Origin: _____

Status: Pending Payment ✓ Priority: Medium

Case Reason: _____ Offer Number: _____

Contact Name: Enoch Powell ✓ Approval Given for Planning Assessment: _____

Web Email: _____ Connection Offer Template: _____

Basic: _____

Model Standing Offer: _____

Basic: _____

- > Application Details
- > Business/Individual Details
- > Landowner Details
- > Installer Details

Devices (0)

Case Conditions (0)

Open Activities (0)

Activity History (0)

Invoices (1)

Invoice Number	Reference Num...	Grand Total	Status
INV-000568	EEI-0001407...	\$30.16	Pending Payment

[View All](#)

4. Information can be hidden or displayed as necessary by expanding/collapsing any details section.



Users can not change case details unless case status is Pending Customer

Figure 54: Important Case details

Case 00012059 Printable View

Case Record Type: Application Status: Completed ← **Status**

Case Number: 00012059 Case Origin: _____

Status: Completed ✓ Offer Number: ECN-000188 ← **Offer Number**

Web Email: _____ Approval Given for Planning Assessment: _____

Model Standing Offer: Standard

- > Application Details
- > Business/Individual Details
- > Landowner Details
- > Installer Details
- > Site/ Location Details
- > Network Information
- > Power Requirements
- > EG Details New
- > EG Details Existing

Tasks →

Invoice →

Offer Letter →

Devices (0)

Case Conditions (1)

Case Condition...	Condition Subca...	Notes
CC-0246	Site Specific Co...	Site Specific Co...

[View All](#)

Open Activities (0)

Activity History (0)

Invoices (1)

Invoice N...	Reference ...	Grand Total	Status
INV-000919	EEI-00002...	\$189.54	Paid

[View All](#)

Files (1) Add Files

00012059.pdf
09/07/2022 · 29KB · pdf

Fees

Accredited Service Providers (ASP's) who have billing arrears arrangements with Essential Energy will continue to receive fees in the same manner.

All other registered and non-registered users will be required to pay relevant fees upfront and will be issued invoices through the Essential Connections portal, where payment can be processed via the portal payment gateway. For further information on how to pay invoices via the gateway see the following 'Paying an Invoice' section.

For further information on design request related fees see Table 1-2 of the 'Price Schedule for Ancillary Network Services' for the relevant financial year. Details of hourly rates can be found on page 1 of the price schedule.

Paying an Invoice

From the home screen users can either select *Manage my Account* and select *Pay My Invoices* from the task bar or via the Pay for my invoice button on the portal home screen to be taken to the payment gateway.



1. Selecting Pay for my Invoice will direct users to search for the Invoice they wish to pay.
2. User must search using the 18-character payment reference number from their invoice, this must include the 3 letters at the beginning and the dash (i.e. EEI-xxxxxxxxxxxxxx).

Figure 55: Invoices – Search Invoice

Payment Gateway

Payment Gateway - Search Invoice

* Enter Reference Number:

EEI 00000xxxxxxxxxx

Search

Figure 56: Invoices – Accept Invoice

Payment Gateway

Payment Gateway - Search Invoice

* Enter Reference Number:

EEI 00000

Search

Invoice Details

Invoice Reference Number:	EEI 00000951753102
Case Number:	00010777
Amount:	AUD 161.00
GST:	AUD 16.10
Grand Total:	AUD 177.10

Accept

3. Accept
4. Pay Invoice

Completing Tasks

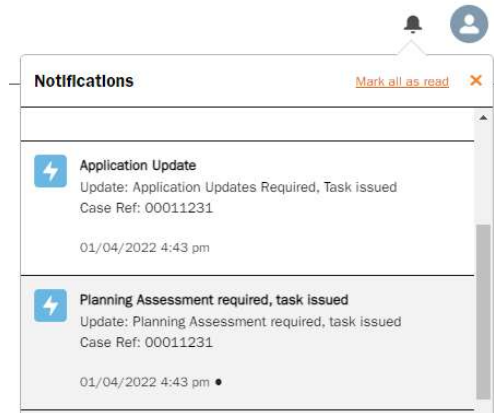
As part of a review process users may be requested to provide additional information in the form of a task. Tasks will be indicated by an SMS, email, and a notification icon



Clicking the link in the email or on the bell icon will display details of activity that has occurred for any cases, including Task details.

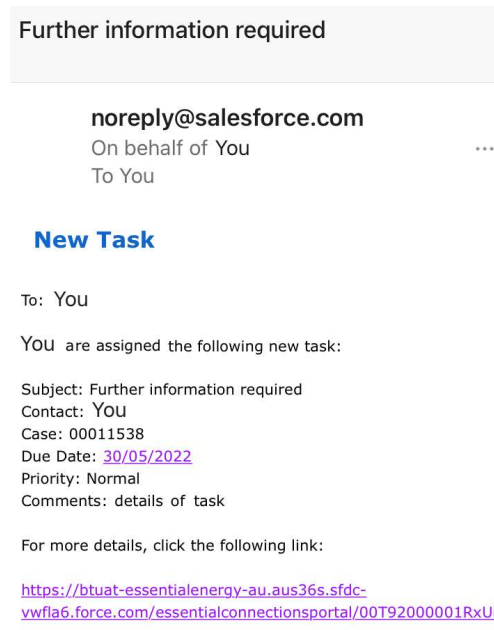
1. Selecting a task from the list will open the task view.

Figure 57: Task – Notification example



2. Clicking the link from an email will open the task view.

Figure 58: Task – Email example



Completing Tasks – Task View

The title of the task will indicate what needs to be completed by the user. There are 3 typical tasks for cases under review

- task for further information
- agree to planning study
- declined case confirmation

The comments section will include detailed instructions on what a Registered User is expected to complete, for example: providing more information within a case, amend existing values, uploading documents, and agreeing to processing requests.

Figure 54 provides an example of a request to agree to planning study. Marking complete indicates that the user has agreed to planning study and the case can proceed. Any task assigned to a Registered User must be marked complete before the case can progress.

3. From this view users can review the case comments and navigate to the case via the Related To link to perform the task.

Figure 59: Task – Task View

Task
Agree to planning study

Mark Complete

Name: [Bradley Smith1](#) Related To: [00011231](#)

Task Information

Subject: Agree to planning study Assigned To: [Bradley Smith1](#)

Name: [Bradley Smith1](#) Status: Open

Due Date: 8/04/2022 Priority: Normal

Comments: Related To: [00011231](#)

System Information

Created By: [Bradley Smith](#), 1/04/2022 4:46 pm Last Modified By: [Bradley Smith](#), 1/04/2022 4:46 pm

Updating Application Fields

If users are requested to update details of a case, they will receive an SMS and a bell icon notifying user of task.

The case will be set to **Pending Customer** and users will be able to make changes to the necessary fields.

4. To update fields, navigate to the case as shown in Figure 54
5. Select the **pencil** icon of the field to be changed (See Figure 55)
6. Input the new value; and
7. Select **Save**

Figure 60: Pencil Icon

▼ Power Requirements

Connection Type	Required Load 1 (amps)
Domestic	60
Number of Phases Required	Required Load 2 (amps)
Single Phase	
Is Three Phase available?	<input type="button" value="Edit Number of Phases Required"/>
Non-domestic Equipment Required	
No	

Figure 61: Update Application Fields

Domestic

60

Number of Phases Required

Single Phase

-None-
✓ Single Phase
Two Phase
Three Phase
Split Phase

Required Load 2 (amps)

Required Load 3 (amps)

> EG Details Existing
> Energy Storage New
> Energy Storage Existing

8. Return to task (either by email, notification list or case history)
9. Click Mark Complete only after the necessary actions have been completed.

Figure 62: Mark Task as Completed

Task **Agree to planning study**

Name	Related To
Bradley Smith1	00011231



Tasks not completed by the due date may result in a cancelled application without resolution and the Registered User being charged.

Design Related Requests

There are multiple categories of design related requests, each containing unique subcategories. Depending on the subcategory, users may be required to pay a fixed fee upfront or a quoted fee from an invoice before receiving a response. It is important to understand the category and subcategory type selected to ensure the correct fee is applied and a response is returned quickly from the appropriate information owner.

The default request categories for design are:

- Request design information
- Request design certification
- Request non-standard approval
- Request asset labels



You will need to **submit a connection application first to generate an Essential Connections Number (ECN)** as this is required to submit subsequent design requests.

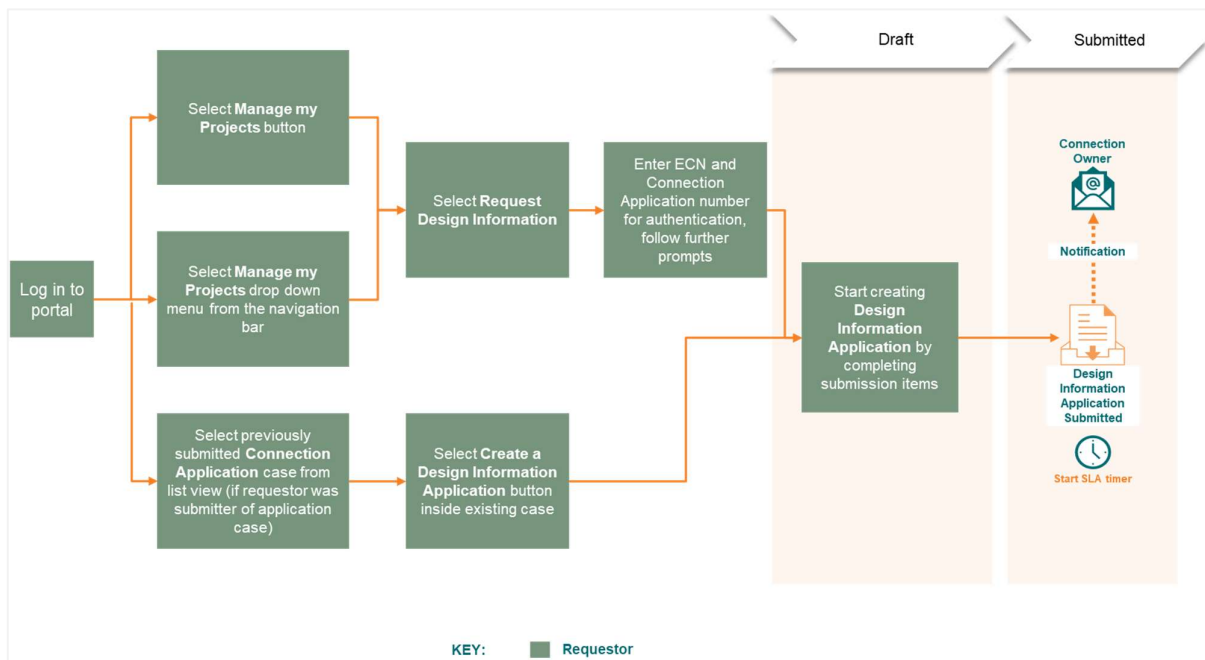
If your contestable works project is related to a Major Network Connection project, please submit a Major Connection Contestable Works Application form (refer to [this page](#) for more information).

Request design information: Design Information Application (DIA)

Any registered user can submit a design information application (DIA). To request design information, first a connection application must be obtained which will create an Essential Connections Number (ECN) on issue of a Connection Offer.

The ECN and the connection application case number are required to submit a design information application. The following outlines the process for requesting that information.

Figure 63: Request Design Information Process Overview



- Option 1. If you are the person who initially submitted the connection application, **navigate to the connection application** and click the **create a design information application** button located at the bottom of the case.
- Option 2. If you are not the person who submitted the initial connection application, **navigate to manage my projects** and click on **request design information**.

Figure 64: Navigating to Manage my Projects

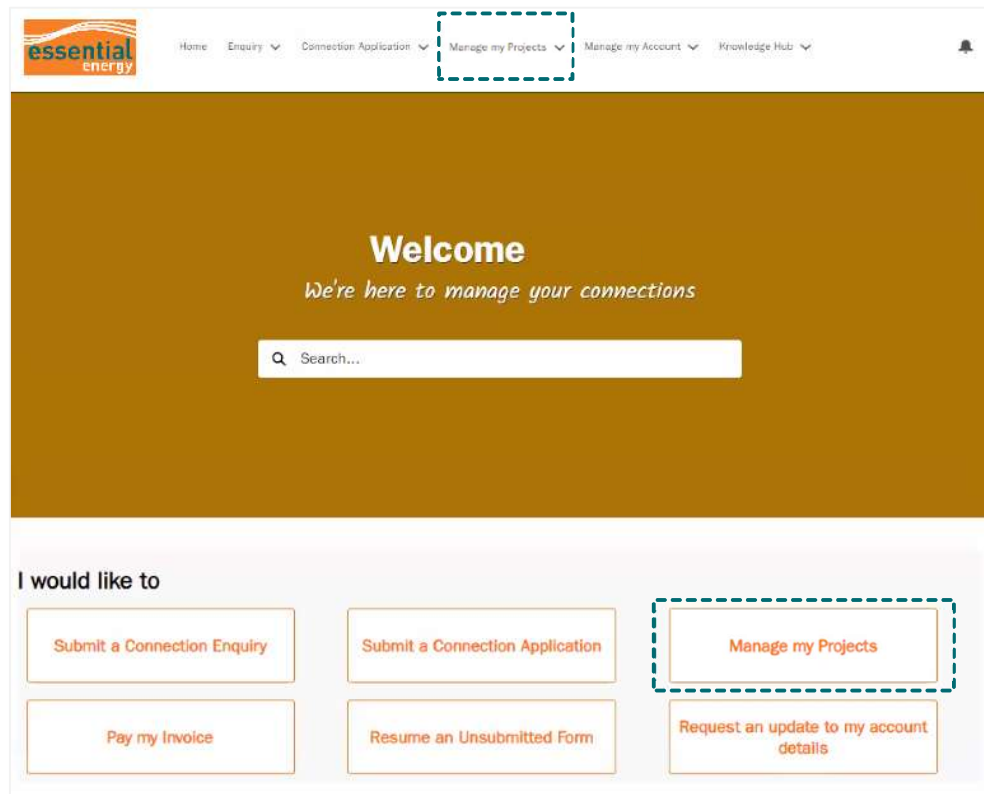
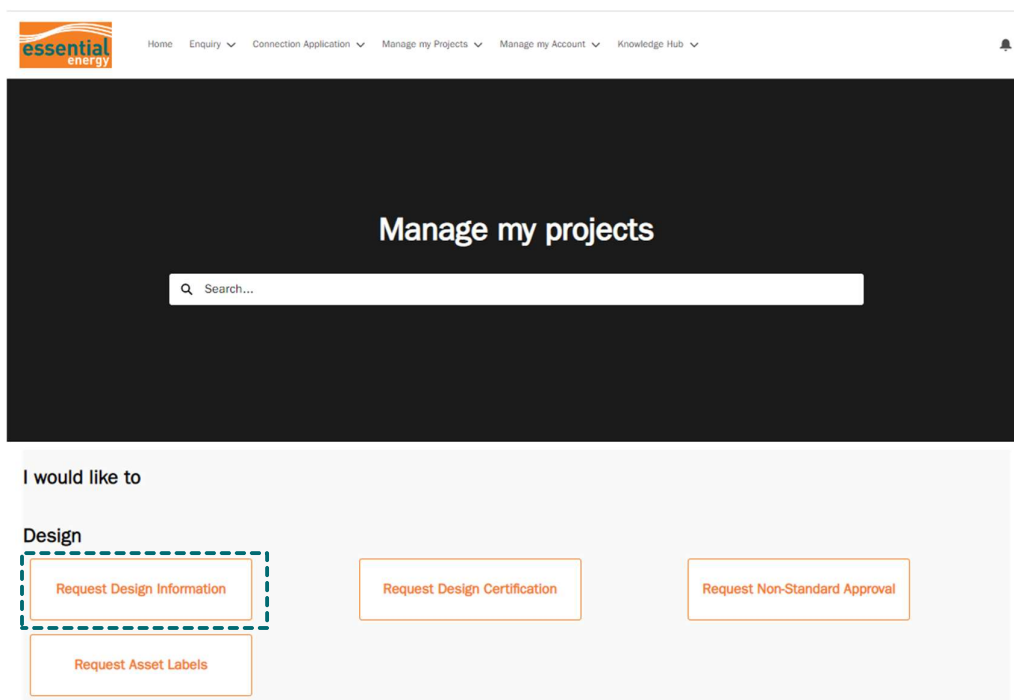


Figure 65: Request Design Information Button



2. Enter the **Essential Connections Number (ECN)** and the **application number**. The ECN must be entered as the full format including the first 3 letters and the dash. (i.e. ECN-000xxx). Then select **next**.

Figure 66: DIA Step 1

Design Information Application

Progress bar: Connection Application Verification (active), Address Details Confirmation, Design Information Application Case

Please provide the Essential Connection Number (ECN) and the Connection Application case number in order to continue with your Design Information Application

* Essential Connection Number
ECN 000707

* Connection Application Case Number
00013093

Next

3. Review the address details and click **confirm** if they are correct.

Figure 67: DIA Step 2

Design Information Application

Progress bar: Connection Application Verification (checked), Address Details Confirmation (active), Design Information Application Case

If the address details below are correct, please click confirm below to continue with your Design Information Application.

If the address details below are incorrect, please verify your ECN and Application Case number with your customer.

Site Street Number
3

Site Street Name
SHORE BREAK CR

Site City
LAKE CATHIE

Previous Confirm



If the site information is **INCORRECT DO NOT PROCEED**. Go to the previous step and confirm the ECN and application number were entered correctly **OR** alternatively contact the party who supplied the ECN and application number.

4. Take note of your case number presented and click **finish** to finalise your draft application. You will then be redirected to your draft design information application case where you will need to complete and upload the required information.

Figure 68: DIA Step 3

Design Information Application

Progress bar: Connection Application Verification (checked), Address Details Confirmation (checked), Design Information Application Case (active)

Thank you for submitting the case 00013208 with Essential Energy

Finish

- Within the case details tab, Update the **purchase order** field if required, review and confirm the **power requirements** are correct, and select if **NEARA** will be used for overhead and/or underground modelling.

Figure 69: Draft DIA Case - Details tab

Case 00013094
Printable View

Case Record Type
Design Information Application
Status
Draft

Details Collaboration Submission Items (Case) Connection Project

Offer Number
ECN-000707

Parent Case
00013093

Case Number
00013094

Status
Draft

Re-certification

Case Owner
Brent Taylor

Case Record Type
Design Information Application

Development Name
Underground Urban Residential Subdivision - 3 SHORE BREAK CR NSW

Purchase Order Ref. Number
BRT-TS1-118517

▼ Status Information

Submission
0

Submitted Date

Expiry Date

Latest Submission Date

Issued Date

▼ Site Details

Site Street Number
3

Site Street Name
SHORE BREAK CR

Site City
LAKE CATHIE

Site State
NSW

Property Id
4253927

Existing Electricity Connection?

Type of Multioccupancy Residential Area

Number of Individual Units/Apartments

Site Postcode
2445

▼ Regulatory Category

Land Zoning
Urban

Connection Type
Domestic

Application Category
Subdivisions – Residential and Commercial

Regulatory Category
Underground Urban Residential Subdivision

▼ Power Requirements

Number of Phases Required
Three Phase

Is Three Phase available?
No

Non-domestic Equipment Required
No

Required Load 1 (amps)
100

Required Load 2 (amps)
100

Required Load 3 (amps)
100

Are these details correct?

▼ NEARA

Using Neara to complete the designs?

System Information

Submit

If Power Requirements are **INCORRECT**, you will be **unable to proceed** with the design information application and a new connection application will be required to reflect the actual power requirements.

Please check and confirm the power requirements submitted with the Connection Application are correct. If the required load varies from the original Connection Application, then a new Connection Application will be required before your project can proceed. Choose N/A for Asset relocation projects


Are these details correct?

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6. Next, click on the **Submission Items (Case)** action tab and click on each **section name** highlighted in orange to complete and upload the relevant information for each submission item.

Section Name	Section Status	Last Modified Date
1. Project Information and Connection Point	In Progress	26/07/2022 2:12 pm
2. Electrical Concept Plans and Calculations	In Progress	26/07/2022 2:12 pm
3. Subdivision Details	In Progress	26/07/2022 2:12 pm

- 6.1 Click on submission item **1. Project Information and Connection Point**




When hovering the mouse over an editable field the pencil icon will appear, click to edit the field


Figure 70: Submission Item - 1. Project Information and Connection Point

- 6.2 Indicate if this project should be categorised as complex project

Figure 71: Complex Project Field - info help

A complex project will contain one or a combination of the following: Subtransmission >33kV, Solar Farm Connections, High Voltage Connections, Chamber Substations Installations, Asset relocations that involve Essential Energy Optical Fibre, Projects in congested CBD locations, Electric Vehicle charging sites, Communication sites, State and Federal significant projects, Wind Farm Connections, Loads above 1.5MVA and Rail related asset relocation/ crossing projects.

Is this a Complex Project? 



The 'i' symbol indicates further information or directions are provided for this field

6.3 Enter your Project Reference Name if applicable

Figure 72: Project Reference Name field - info help

The screenshot shows a form field for 'Project Reference Name'. Above the field, there is a dropdown menu with 'In Progress' selected. A blue callout box points to the field with the text: 'The Level 3 Accredited Service Provider's personal project reference details shall be entered here'. Below the field, there is a label 'Enter your Project Reference Name' with an information icon (i) and a 'Development Type' dropdown menu.

6.4 Provide a comprehensive description of the proposed works

Figure 73: Description of Works Field - info help

The screenshot shows a form field for 'Description of Works'. A blue callout box points to the field with the text: 'Provide a comprehensive description of the proposed works. Items may include the project scope, connection point, number of proposed assets to be installed and asset types. Please note, this information will be directly included into the Design Information Pack.' Below the field, there is a label 'Description of Works' with an information icon (i).

6.5 Next, enter the connection point type asset details i.e. pole, substation etc.

Figure 74: Asset Details Field - info help

The screenshot shows a form field for 'Asset Details (Connection Point) Type'. Above the field, there is a dropdown menu with 'Development Type' selected. A blue callout box points to the field with the text: 'Type: "This is the type of asset such as Pole, Substation, Low Voltage Cubicle."' Below the field, there is a label 'Asset Details (Connection Point) Type' with an information icon (i) and the text 'Padmount substation'. Below that, there is a 'Created By' field.

6.6 Enter the Asset Identifier (label) of the closest Essential Energy asset that the works will connect to

Figure 75: Asset Identifier - info help

The screenshot shows a form field for 'Asset Identifier (Label)'. Above the field, there is a dropdown menu with 'Method of Supply' selected. A blue callout box points to the field with the text: 'Asset Identifier: "This is the unique number attributed to the closest Essential Energy Asset (eg: Pole Number)."' Below the field, there is a label 'Asset identifier (Label)' with an information icon (i) and the text 'SUB85043'.

- 6.7 Once all required fields are updated and documents uploaded, the Section status must be changed from **In Progress** to **Complete**.

Figure 76: Section Status – Updating

Submission Item
1. Project Information and Connection Point

Section Name
1. Project Information and Connection Point

Section Status
In Progress



The **section status** on each submission item **must be updated to complete** for every submission item once they are finished.

- 6.8 Click on submission item **2. Electrical Concept Plans and Calculations**

Figure 77: Submission item – 2. Electrical Concept Plans and Calculations

Submission Item
2. Electrical Concept Plans and Calculations

Section Name
2. Electrical Concept Plans and Calculations

Section Status
In Progress

Case
00029677

Electrical Concept Plan (Mandatory)

Click to Open Network Information Portal **i**
Network Information Portal

Electrical Calculations

Requestor Input

Maximum Demand Calculations uploaded **i**

Motor load details uploaded **i**

EE Compliance Review
Are the following items (if applicable) compliant with Essential Energy's relevant standards?
Maximum Demand Calculations uploaded

Motor load details uploaded

Created by
TROY.DENT, 13/10/2022 7:00 am

Created by
TROY.DENT, 13/10/2022 7:00 am

Please select the documents for upload

Please upload your files here. Refer to Essential Energy's File Naming Convention Guide. Note, example file naming convention is: ECN_000123_Electrical Concept Plan. An Electrical Concept Plan is required identifying the preferred High and/or Low Voltage Connection points. For Multi Stage Subdivisions a proposed High Voltage Connection Plan will be required for the completed subdivision including all Substation locations.

Upload Files Or drop files

2. Electrical Concept Plans and Calculations

- 6.9 **Upload a diagram or plan** of the proposed electrical concept using the document upload section on the right-hand side. You can refer to the Network Information Portal to obtain the connection point to be included in the plan

Figure 78: Submission Item 2 - Electrical Concept Plan

Section Name
2. Electrical Concept Plans and Calculations

Section Status
In Progress

Electrical

Click to Open Network Information Portal **i**
Network Information Portal

Upload a diagram or plan of the proposed electrical concept. Please note this is mandatory. Click here to open our Network Information Portal. Make sure you include the connection point.

6.10 **Upload the maximum Demand Calculations** and update the requestor input field to indicate this has been done

Figure 79: Submission Item 2 - Electrical Calculations

Electrical Calculations

Requestor Input

Please upload Maximum Demand Calculations based off AS/NZS3000 to support the proposed load.

Maximum Demand Calculations uploaded ⓘ

6.11 **Upload details of the proposed Motor Load Ratings** and update the requestor input field to indicate this has been done

Figure 80: Submission Item 2 - Motor Load Details

Requestor Input

Details of the proposed Motor Load Ratings, Motor Types, Number of Starts per day, Type of Motor Starter.

Motor load details uploaded ⓘ

6.12 Once all required fields are updated and documents uploaded, the Section status must be changed from **In Progress** to **Complete**.



The section status on each submission item will need to be updated to complete for every submission item once they are finished.

Figure 81: Section Status – Updating

Section Status

In Progress

6.13 Click on submission item **3. Subdivision Details** *(IF APPLICABLE)*

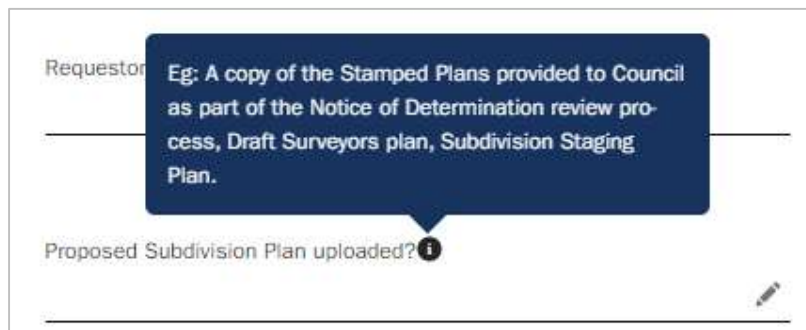


This Submission Item will only be visible for subdivision type Connection Projects

Figure 82: Submission Item 3. Subdivision Details

- 6.14 **Upload the proposed subdivision plan** and update the requestor input field to indicate this has been done.

Figure 83: Proposed Subdivision Plan Field - info help



- 6.15 **Upload the council notice of determination** document and update the requestor input field to indicate this has been done.

Figure 84: Council Notice of Determination - info help



- Once all submission items are complete and section status is set to complete, the details tab has been reviewed and you are satisfied that your design information application is complete, select **submit** at the bottom of the details tab of the case.

Figure 85: DIA Case - Ready to Submit

Case 00013094 Printable View

Case Record Type: Design Information Application Status: Draft

Details Collaboration Submission Items (Case) Connection Project

Offer Number ECN-000707	Case Owner Brent Taylor
Parent Case 00013093	Case Record Type Design Information Application
Case Number 00013094	Development Name Underground Urban Residential Subdivision - 3 SHORE BREAK CR NSW
Status Draft	Purchase Order Ref. Number BRT-TS1-118517
Re-certification <input type="checkbox"/>	

> System Information

Submit

- Your design information application will automatically be allocated to the relevant Essential Energy team queue to review your application.
- If during the assessment of your design information application and Essential Energy determines that more information is required, the case status will be updated to **Pending Requestor** for further action by the submitter. The requestor will be notified via email that more information is required, and the connecting customer will also be sent a courtesy email advising them of a status update. You will be able to update the case and add the required information (including any updated documentation) and submit it back to Essential Energy to further progress the case request.
- If the design information request was submitted by an external user who is not an ASP, such as a council, they will be required to make an upfront payment via payment gateway prior to the design information package (DIP) being issued. In this instance, the case status will change to awaiting payment and allow users to pay the fee via Essential Energy's Payment Gateway. For more information on Fee's and paying invoices see section [Fees](#)



Additional fees may apply if your application requires a recheck

- Once the request has been finalised Essential Energy will then issue the Design Information Pack (DIP) to the requestor. The status of the case will change to issued and a notification will be received. The DIP document will be uploaded to the case files and will be accessible for you to download.

Revised Design Information Package (DIP)

If a revision is required, the user who submitted the Design Information Application (DIA) will be able to re-open the case, navigate to the bottom of the case details page, and simply select the **Request Revision** button.

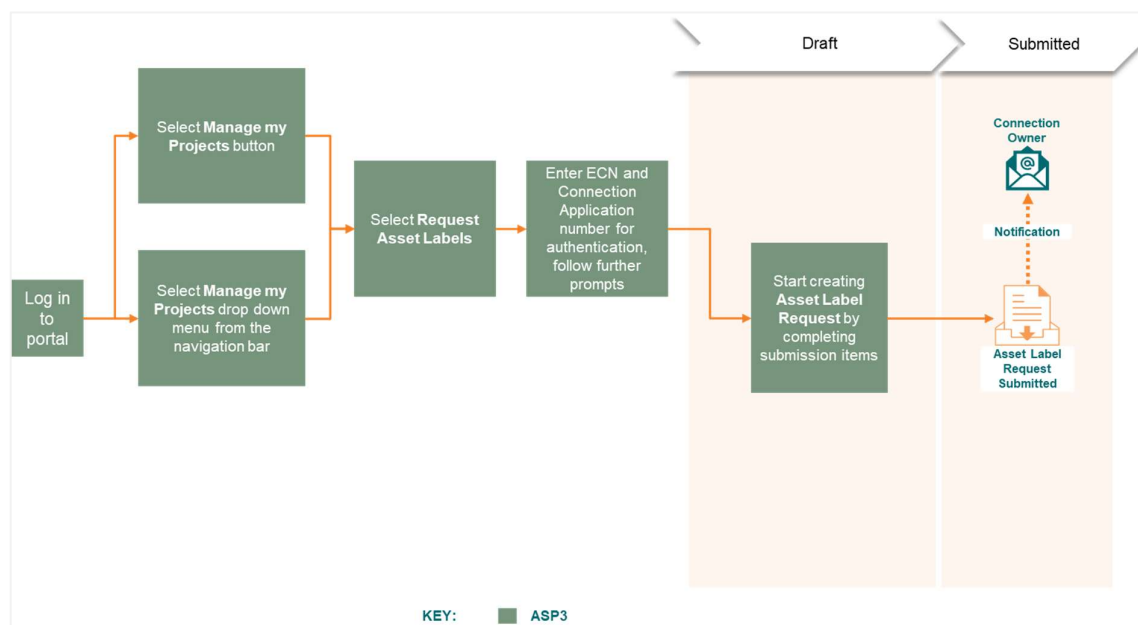
Figure 86: Request Revision Button on DIA case

The screenshot shows a web interface for a Design Information Application (DIA) case. It includes sections for 'NEARA' (Using Neara to complete the designs?), 'System Information' (Created By, Subject, Web Email), and user details (Last Modified By, Description, Case Origin, Contact Name). At the bottom, there are two buttons: 'Create a Design Submission' and 'Request Revision'. The 'Request Revision' button is highlighted with a dashed blue border.

Request asset labels (*Level 3 ASP ONLY*)

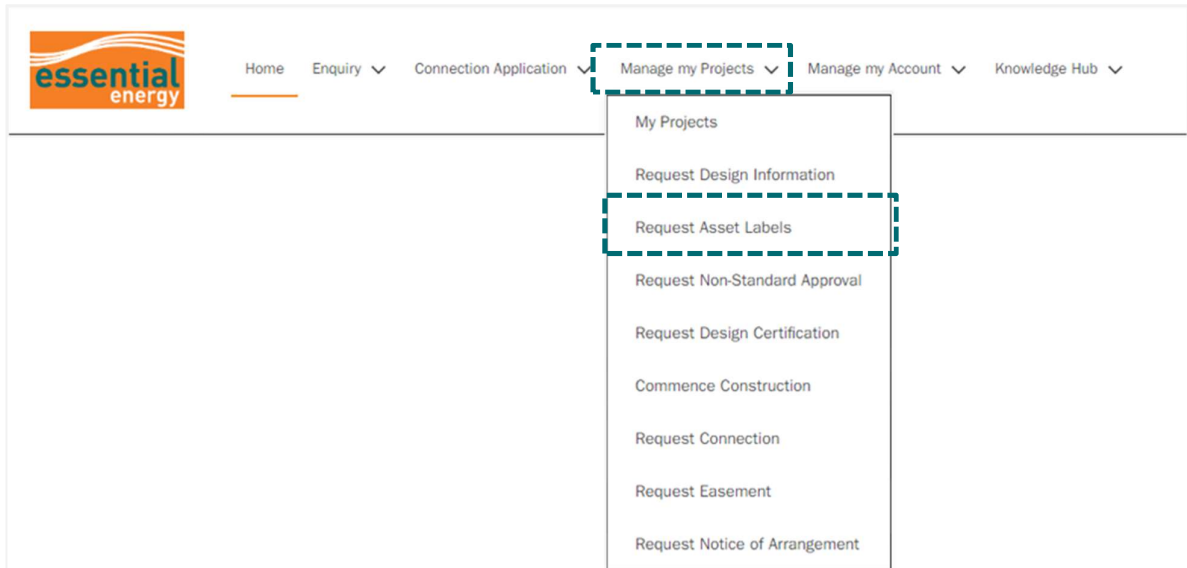
Level 3 ASP registered user can submit a request for soft asset labels via the Essential Connections portal by selecting the **Request Asset Labels** button. Soft Asset Labels are required before design certification.

Figure 87: Design Process Overview - Request Asset Labels



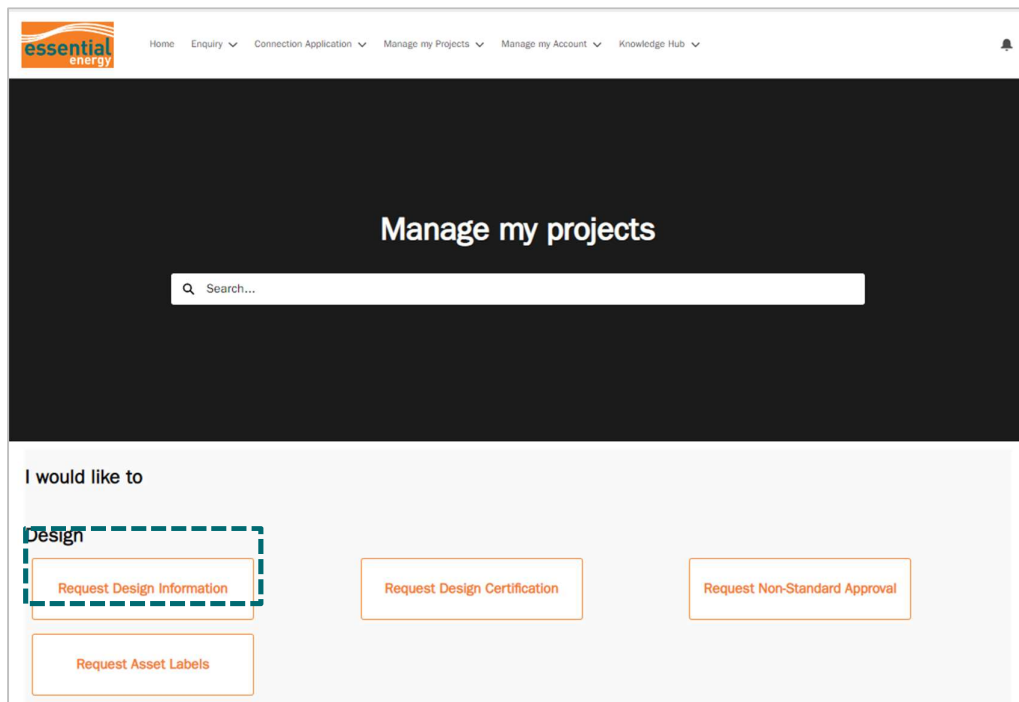
1. Navigate to **Manage my Projects** and select **request asset labels**
Option 1 – Select the **Manage my Projects** drop down from the task bar, and select **Request Asset Labels**

Figure 88: Option 1 - Manage my projects drop down



Option 2 – Select the Manage my Projects action button and select Request Asset Labels

Figure 89: Option 2 - Manage my projects action button



2. Enter the **Essential Connections Number (ECN)** and the **application number**. The ECN must be entered as the full format including the first 3 letters and the dash. (i.e. ECN-000xxx). Then select **next**.

Figure 90: Request Asset Labels - Step 1

Asset Label Request

Connection Application Verification | Address Details Confirmation | Asset Label Request

Please provide the Essential Connection Number (ECN) and the Connection Application case number in order to continue with your Asset Label Request.

* Essential Connection Number
ECN-0003396

* Connection Application Case Number
00015733

Next

3. Review and **confirm the site location details**

Figure 91: Request Asset Labels - Step 2

Asset Label Request

Address Details Confirmation | Asset Label Request

If the address details below are correct, please click confirm below to continue with your Asset Label Request.

If the address details below are incorrect, please verify your ECN and Application Case number with your customer.

Site Street Number
8888

Site Street Name
Forge Drive

Site City
Coffs Harbour

Previous Confirm

4. **Add Device and Quantity** information as require and select **Add**. Repeat for each asset/device required.

Figure 92: Request Asset Labels - Step 3

Asset Label Request

Asset Label Submission (Page 1 of 1)

Parent Case Number:
00029676

* I intend to create a Design to submit for Certification

* Device
Select Device

* Quantity

Add

Device	Identifier	Size	Colour	Quantity
--------	------------	------	--------	----------

Save Cancel

Figure 93: Request Asset Labels - Step 3 device added example

Asset Label Request

Asset Label Submission (Page 1 of 1)

Parent Case Number:
00029676

* I intend to create a Design to submit for Certification

* Device
Select Device

* Quantity

Add

Device	Identifier	Size	Colour	Quantity
1 LV PDU/SL (standlight)	NP	Small	Green	1

Delete

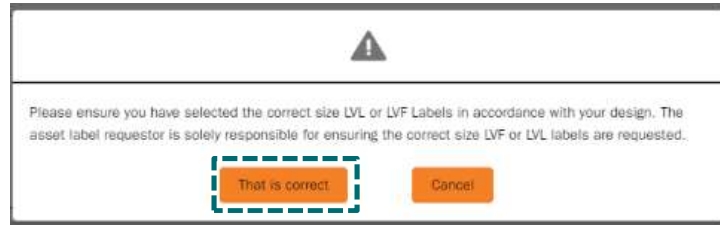
Save Cancel



When hovering the mouse over an editable field the pencil icon will appear, click to edit the field

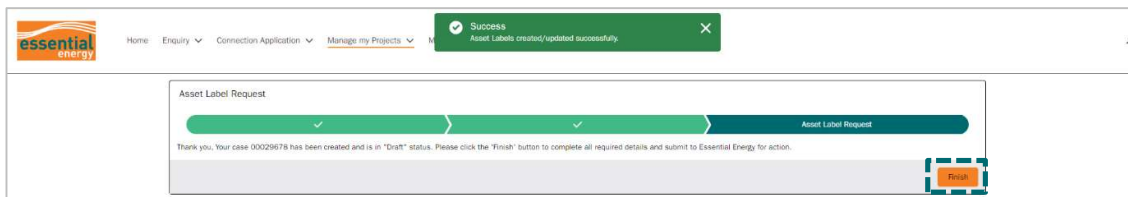
- The user will be prompted as a reminder to ensure they select the correct size LVL/ LVF Labels in accordance with the design. Select **That is correct**

Figure 94: Asset Labels Size Prompt Message



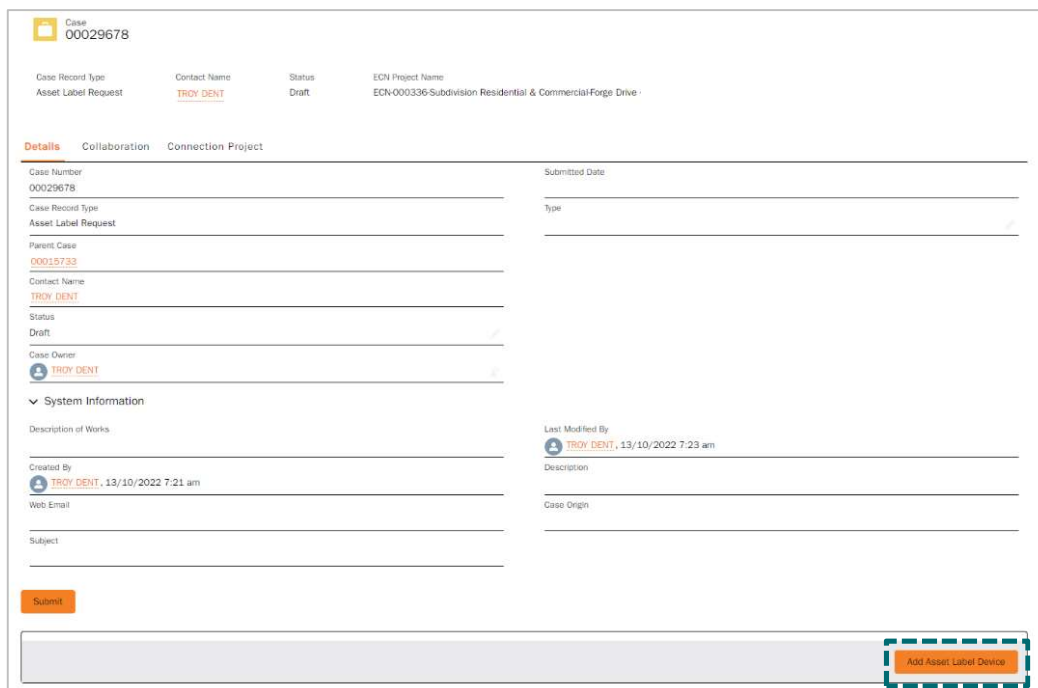
- Once all devices have been added, select **Save** and then **Finish**. This will take you to the draft case.

Figure 95: Request Asset Labels - Step 4



- Within the draft case the user will review the information, and either add or edit any devices listed in the previous step. The user can only add additional devices after case creation, but prior to submitting the case by selecting **Add Asset Label Device**.

Figure 96: Draft Asset Label Request Case



- This will expand the following section on the case. As done in step 4, complete the device and quantity details, select **Add**, and then **Save**. This will update the submission items listed at the bottom.

Figure 97: Asset Label Request - Add device

- When the case is finalised and all devices listed, select **Submit** to send your request to Essential Energy.

Figure 98: Submit label asset request

- You will be prompted prior to finalising the case submission, select **Submit**

Figure 99: Request Asset Label - Submission Prompt

11. The case has now been submitted and the status of the case has updated to reflect this.

Figure 100: Submitted status

The screenshot displays a case record for Case Number 00029678. The status is 'Submitted', which is highlighted with a dashed blue box. The contact name is 'TROY DENT'. The ECN Project Name is 'ECN-000336-Subdivision Residential & Commercial-Forge Drive'. The case record type is 'Asset Label Request'. The submitted date is '13/10/2022'. The case owner is 'TROY DENT'. The system information shows the case was created by 'TROY DENT' on '13/10/2022 7:21 am' and last modified by 'TROY DENT' on '13/10/2022 7:31 am'. The case origin is 'Description'.

Case Record Type	Contact Name	Status	ECN Project Name
Asset Label Request	TROY DENT	Submitted	ECN-000336-Subdivision Residential & Commercial-Forge Drive

Details Collaboration Connection Project

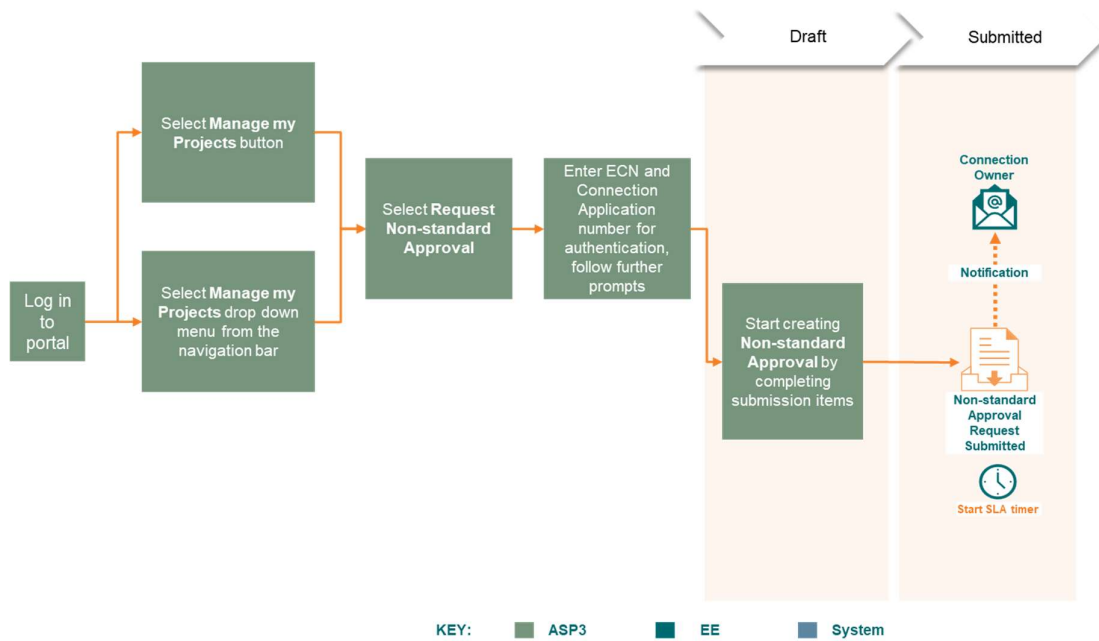
Case Number	Submitted Date
00029678	13/10/2022
Case Record Type	Type
Asset Label Request	
Parent Case	
00015733	
Contact Name	
TROY DENT	
Status	
Submitted	
Case Owner	
Asset Label Queue	
System Information	
Description of Works	Last Modified By
	TROY DENT, 13/10/2022 7:31 am
Created By	Description
TROY DENT, 13/10/2022 7:21 am	
Web Email	Case Origin

12. Your Asset Label Request will automatically be allocated to the relevant Essential Energy team queue to review your application.
13. If during the assessment of your Asset Label Request and Essential Energy determines that more information is required, the case status will be updated to **Pending Requestor** for further action by the submitter. The requester will be notified via email that more information is required, and the connecting customer will also be sent a courtesy email advising them of a status update. You will be able to update the case and add the required information (including any updated documentation) and submit it back to Essential Energy to further progress the case request.
14. Once reviewed and finalised by Essential Energy, the case status will change to **issued** and the soft asset labels will be made available to you via the Essential Connections portal, allowing you to download a copy.

Request non-standard approval (NSA) (Level 3 ASP ONLY)

The ability to submit a Non-Standard Approval can only be requested by Level 3 accredited service providers.

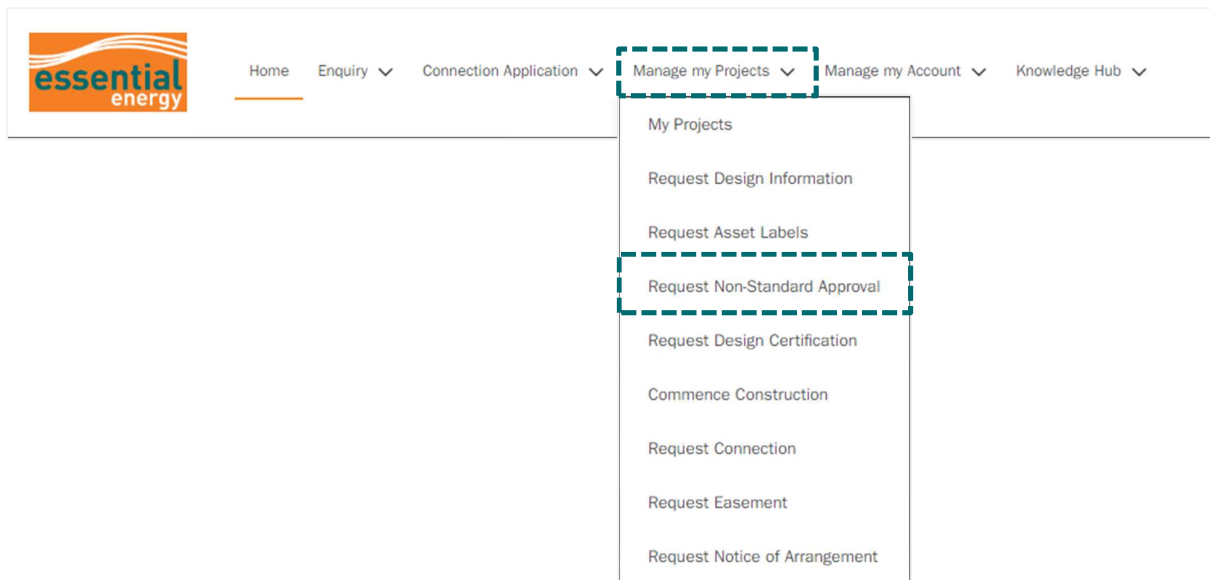
Figure 101: Design Process Overview - Request Non-Standard Approval (NSA)



1. Navigate to manage my projects and click on **request non-standard approval**

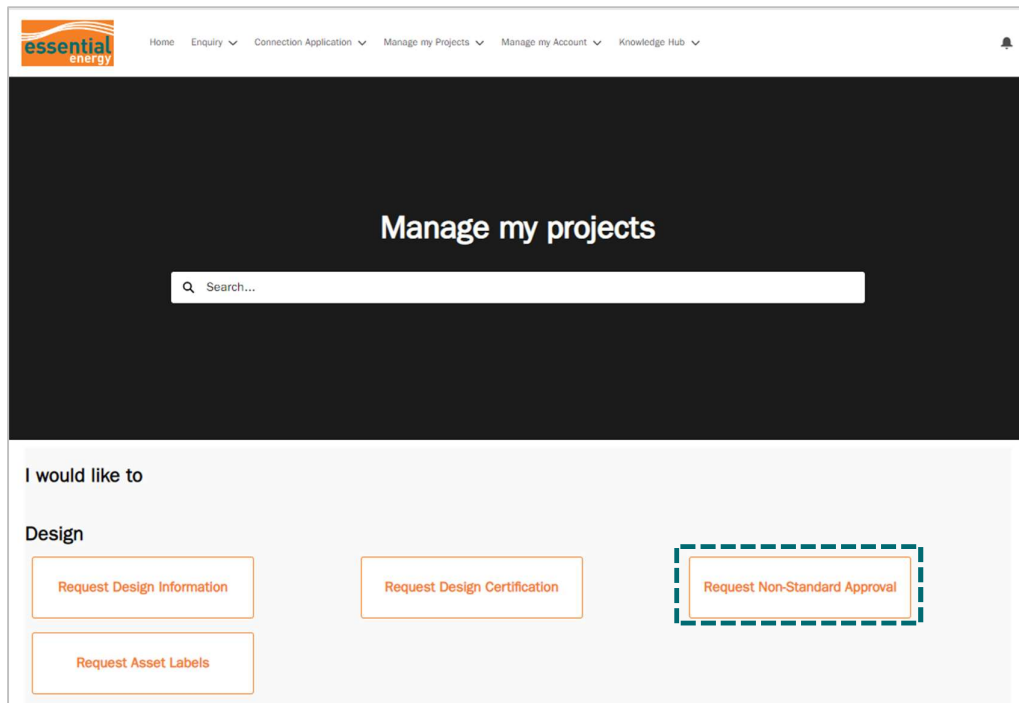
Option 1 – Select the **Manage my Projects drop down** from the task bar, and select **Request non-standard approval**

Figure 102: Task Bar - Request Asset Labels



Option 2 – Select the **Manage my Projects** action button and select **Request Non-Standard Approval**

Figure 103: Option 2 - Manage my projects action button



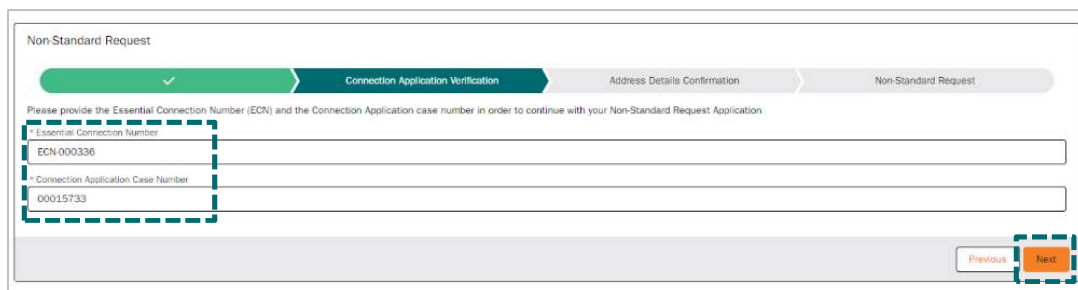
2. The user will need to acknowledge and **agree** to the fees applicable for non-standard approval (NSA) requests.

Figure 104: Non-Standard Approval Request - Step 1



3. Enter the **Essential Connections Number (ECN)** and the **application number**. The ECN must be entered as the full format including the first 3 letters and the dash. (i.e. ECN-000xxx). Then select **next**.

Figure 105: Non-Standard Approval Request - Step 2



4. Review the address details and click confirm if they are correct.

Figure 106: Non-Standard Approval Request - Step 3

5. Take note of your case number presented and click **finish** to finalise your draft case. You will then be redirected to your draft NSA case where you will need to complete and upload the required information.

Figure 107: Non-Standard Approval Request - Step 4


6. Within the draft NSA case the user will need to update the **NSA Submission** section fields.


Figure 108: NSA Submission

7. **Enter a detailed description** of the non-standard design concept, including the constraints that require the NSA, details of the solution and how it meets relevant standards.

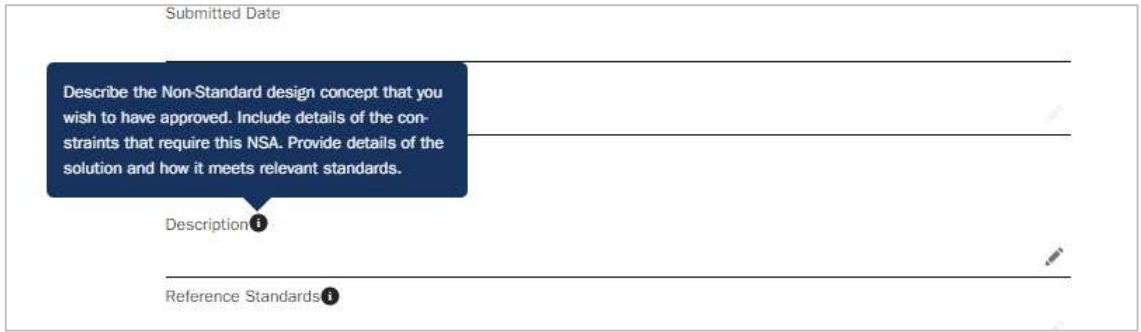
Figure 109: Non-standard Approval - Description info help

Submitted Date

Description 

Reference Standards 

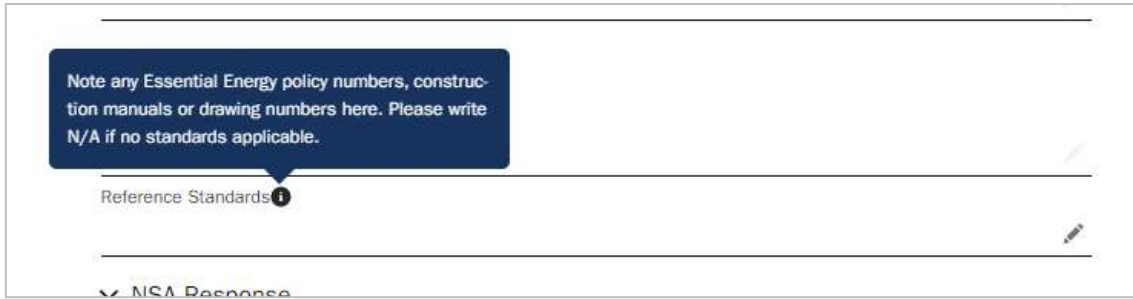
Describe the Non-Standard design concept that you wish to have approved. Include details of the constraints that require this NSA. Provide details of the solution and how it meets relevant standards.



The image shows a form interface for a Non-standard Approval (NSA). At the top, there is a label 'Submitted Date' above a horizontal line. Below this is a large text area for the description. A dark blue tooltip box is overlaid on the top left of this text area, containing the instruction: 'Describe the Non-Standard design concept that you wish to have approved. Include details of the constraints that require this NSA. Provide details of the solution and how it meets relevant standards.' Below the text area, there are two more labels: 'Description' with an information icon to its right, and 'Reference Standards' with an information icon to its right. Each of these labels is positioned above a horizontal line. On the right side of the form, there are small edit icons (pencil and eraser) next to the lines.

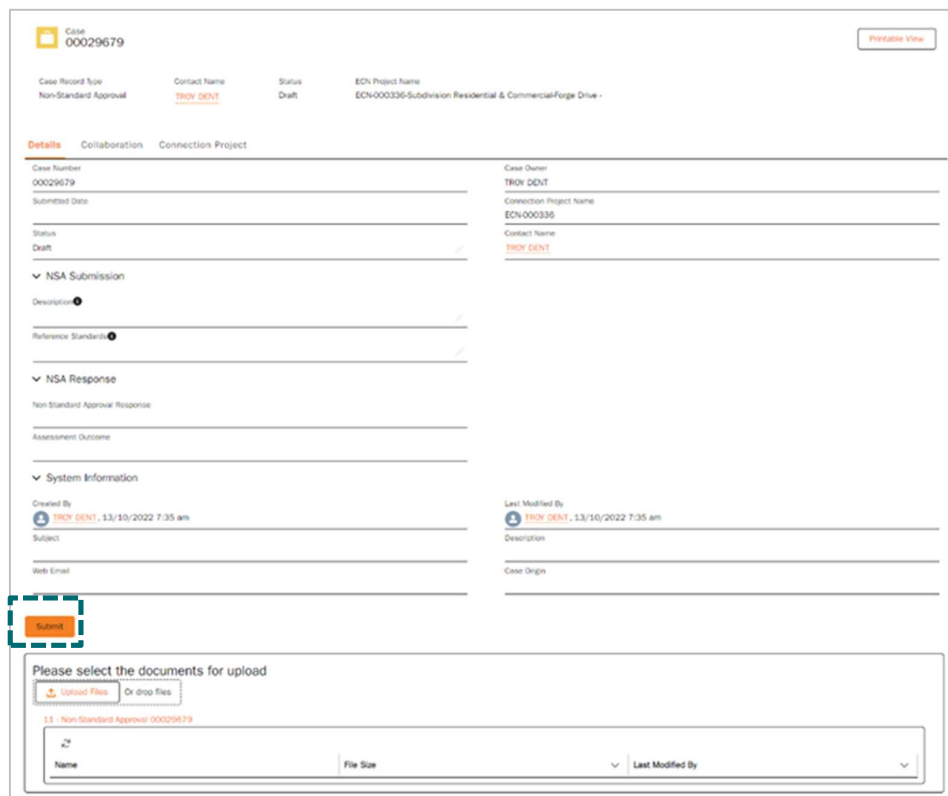
8. Enter any applicable **reference standards** such as Essential Energy policy numbers, construction manuals or drawing numbers **OR** enter N/A if not applicable

Figure 110: Non-standard Approval - Reference Standards info help



9. Once you have completed the required fields and uploaded the relevant documentation and the case is ready for submission, select **Submit** at the bottom of the case details page.

Figure 111: NSA Case - Submit Button

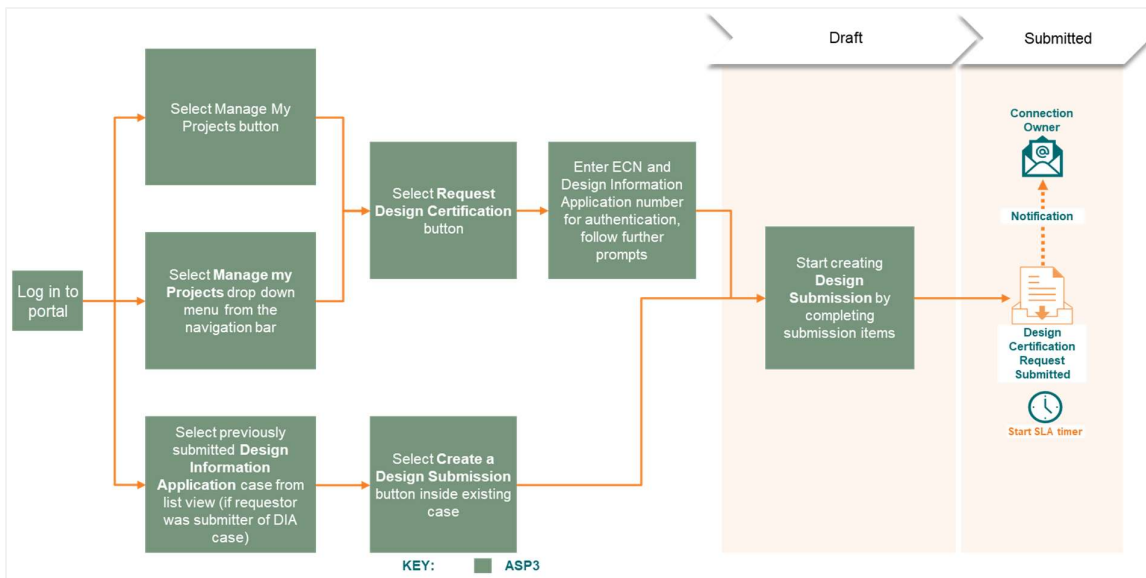


10. Your Non-standard Approval application will automatically be allocated to the relevant Essential Energy team queue to review your case.
11. If during the assessment of your Non-Standard Approval request Essential Energy determines that more information is required, the case status will be updated to **Pending Requestor** for further action by the submitter. The requester will be notified via email that more information is required, and the connecting customer will also be sent a courtesy email advising them of a status update. You will be able to update the case and add the required information (including any updated documentation) and submit it back to Essential Energy to further progress the case request.
12. Fee's will be activated and invoiced as per billing arrears arrangement.
13. Once reviewed and finalised by Essential Energy, the case status will change to **issued** and the non-standard approval will be made available to you via the Essential Connections portal, allowing you to download it.

Request design certification: Design Submission (Level 3 ASP ONLY)

The ability to submit a Request for Design Certification can only be requested by Level 3 accredited service providers (ASP).

Figure 112: Design Process Overview - Request Design Certification



- Once a Design Information Package (DIP) has been issued, there are two options to request design certification.

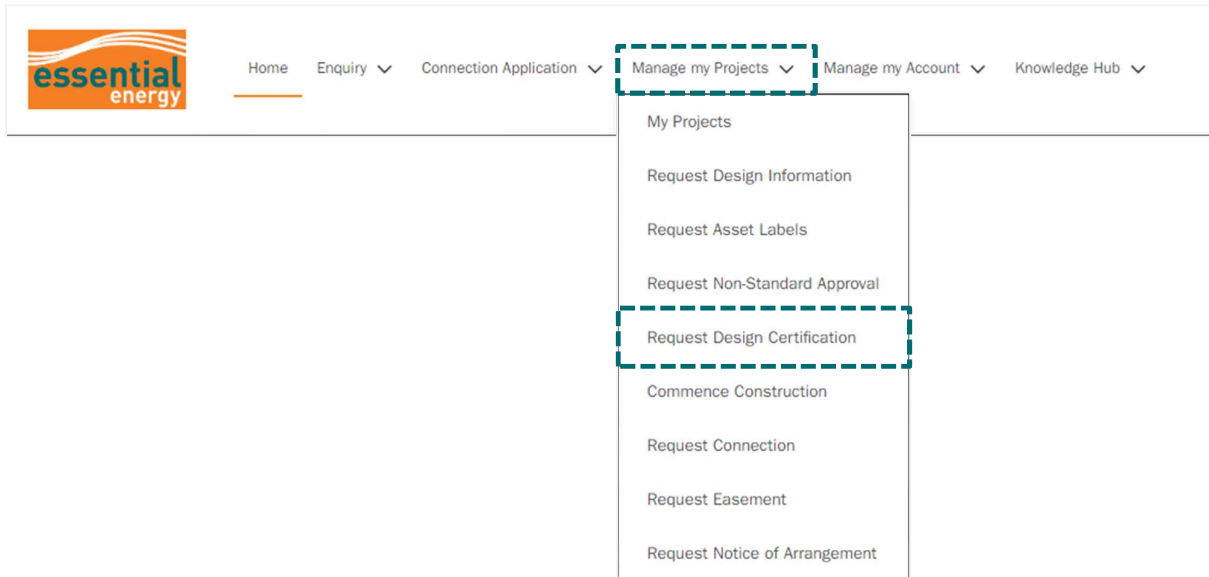
1.1 If you are the user who submitted the design information application, simply open the DIA case and navigate to the bottom of the details tab. Here you will be able to select **Create a Design Submission** which will pull through the DIA/DIP information and redirect you to the draft Design Submission case.

- If you are not the user who submitted the design information application, navigate to **manage my projects** and select **Request Design Certification**.

The user will need to obtain the **ECN** and **design information application number** to start the request for design certification.

Option 1: select the **Manage my Projects** task bar drop down, then click **Request Design Certification**

Figure 113: Task Bar - Request Design Certification



Option 2: Navigate to **manage my projects** and click on **request design certification**.

Figure 114: Navigating to Manage my Projects

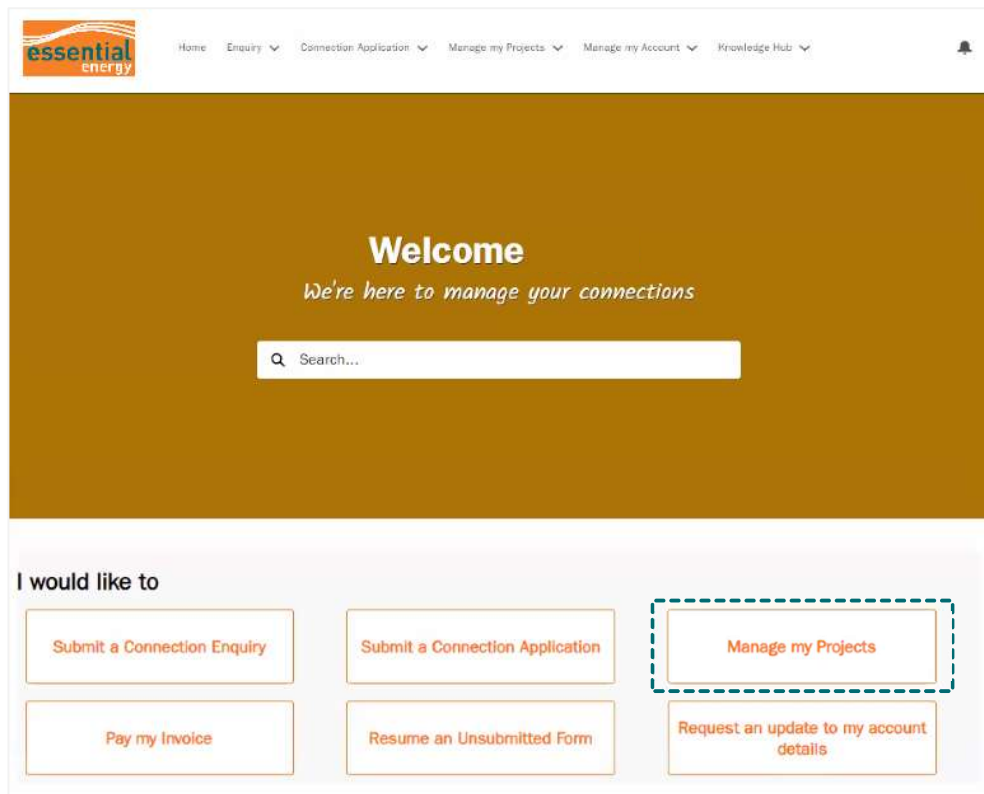
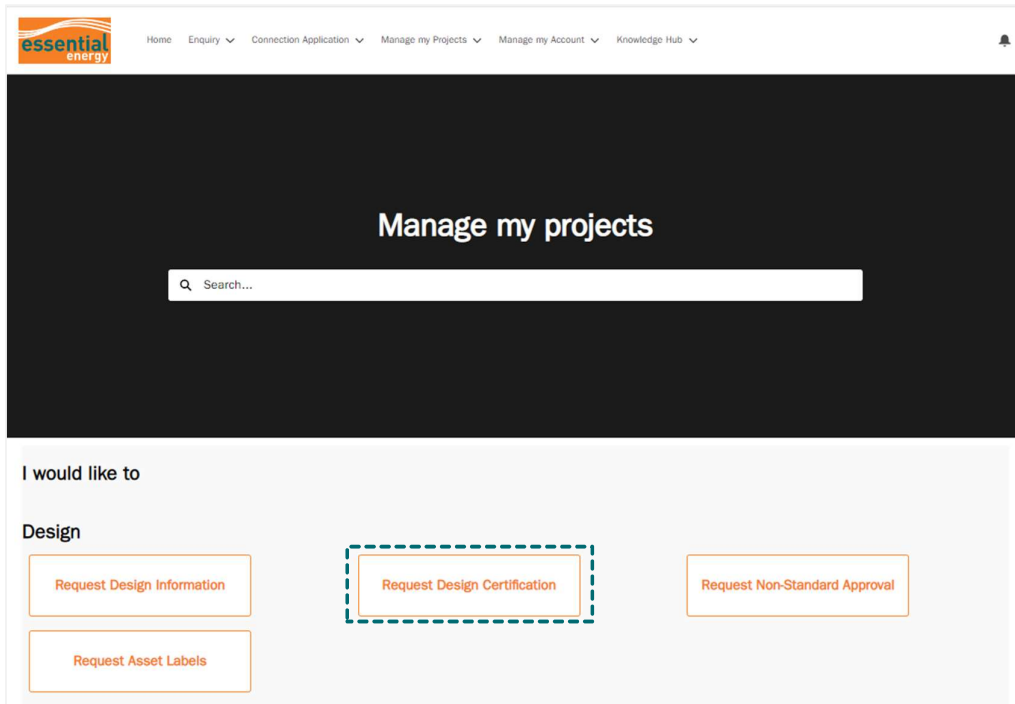


Figure 115: Request Design Certification Button



2. Enter the **Essential Connections Number (ECN)** and the **Design Information Application case number**. The ECN must be entered as the full format including the first 3 letters and the dash. (i.e. ECN-000xxx). Then select **next**.

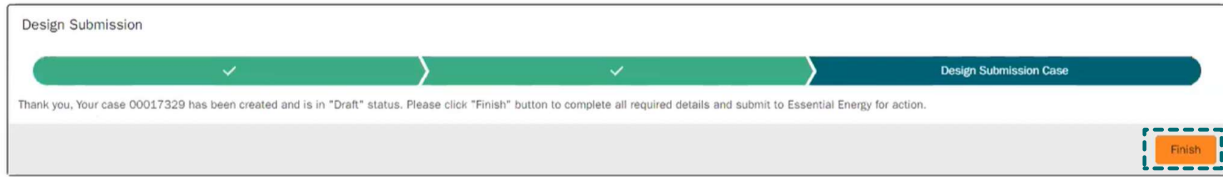
Figure 116: Design Submission Step 1

3. Review the address details and click **confirm** if they are correct.

Figure 117: Design Submission Step 2

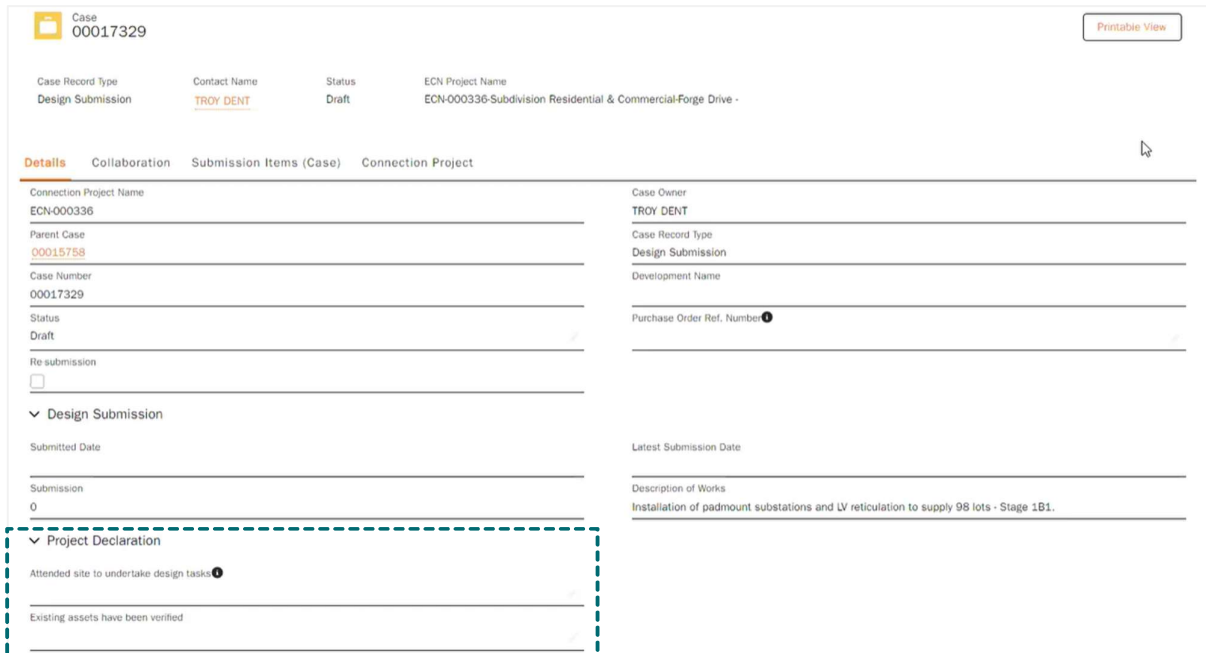
- Take note of your case number presented and click **finish** to finalise your draft application. You will then be redirected to your draft design submission case where you will need to complete and upload the required information.

Figure 118: Design Submission Step 3



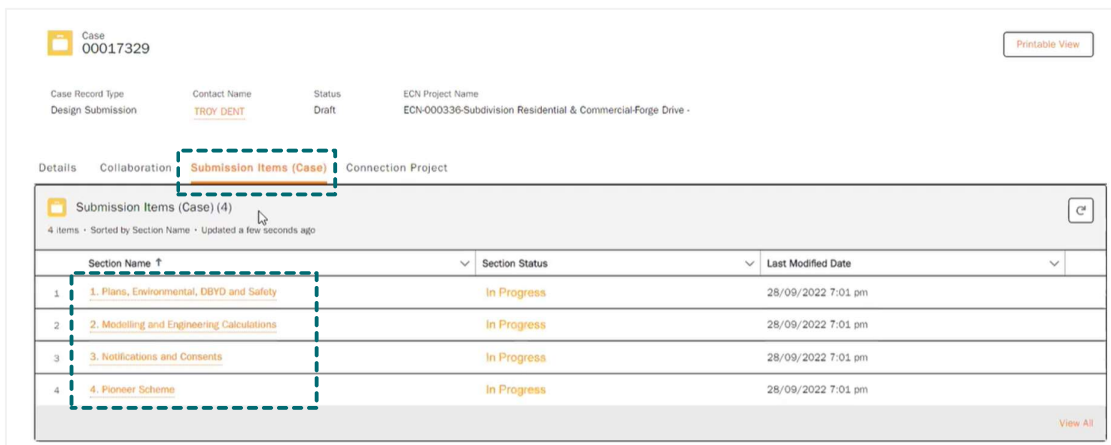
- Within the Case details tab, Update the **Project Declaration** section to verify that you have attended site and enter the purchase order reference number if applicable.

Figure 119: Draft Design Submission Case



- Next, click on the **Submission Items (Case)** action tab and click on each **section name** highlighted in orange to complete and upload the relevant information for each submission item.

Figure 120: Design Certification - Submission Items



6.1 Click submission item **1. Plans, Environmental, DBYD and Safety**

Figure 121: Submission item - 1. Plans, Environmental, DBYD and Safety

Submission Item
1. Plans, Environmental, DBYD and Safety

Section Name
1. Plans, Environmental, DBYD and Safety

Case
00017329

Section Status
In Progress

Plans

Requestor Input

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

Drawing Requirements comply to CEOM7001

Cadastral

Dimensioning and annotations

Electrical labels, location, cable sizes

Earthing

Safety Environmental Veg Management info

Relevant Authority notification

HV Schematic

LV Schematic

EE Compliance Review

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

Drawing Requirements comply to CEOM7001

Cadastral

Dimensioning and annotations

Electrical labels, location, cable sizes

Earthing

Safety Environmental Veg Management info

Relevant Authority notification

HV Schematic

LV Schematic

Please select the documents for upload

Please upload your files here. Refer to Essential Energy's File Naming Convention Guide. Note, example file naming convention is: ECN-000123_Construction Plan - Rev A

Upload Files Or drop files

6.2 **Complete the left side** of the form titled **Requestor Input**. The fields act as a checklist for completing the required information. The top drop-down item will default for all of the below drop-down fields across each section on the form.

Figure 122: Design Certification Submission Item 1 - Info Help

Plans

Requestor Input

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

Drawing Requirements comply to CEOM7001

-None-

Note: What you enter in this field will auto-populate the same in the related fields when you hit Save - please review and update the related fields as appropriate

Figure 123: Design Certification Submission item 1 - Environmental Section

Environmental & Vegetation Management

<p>Requestor Input Are the following items (if applicable) compliant with Essential Energy's relevant standards?</p> <p>All project detail fields are completed i</p> <p>-None-</p> <p>Notification requirements completed</p> <p>-None-</p> <p>Legal sign off completed</p> <p>-None-</p> <p>Proposed work/Project Details (Table 1)</p> <p>-None-</p> <p>Notifications, Approvals (Table 2)</p> <p>-None-</p> <p>Environmental Impact Issues (Table 3)</p> <p>-None-</p> <p>EIA (Table 4)</p> <p>-None-</p> <p>Sign off completed (Table 5)</p> <p>-None-</p>	<p>EE Compliance Review Are the following items (if applicable) compliant with Essential Energy's relevant standards?</p> <p>All project detail fields are completed i</p> <p>Notification requirements completed</p> <p>Legal sign off completed</p> <p>Proposed work/Project Details (Table 1)</p> <p>Notifications, Approvals (Table 2)</p> <p>Environmental Impact Issues (Table 3)</p> <p>EIA (Table 4)</p> <p>Sign off completed (Table 5)</p>
---	--

<p>* Select form attachment type</p> <p>CEOF1070.01 Screening Form completed</p> <p>* Please select all applicable searches</p> <p>Available</p> <ul style="list-style-type: none">NoneAHIMSEPIS e.g. Coastal Wet...Key Fish Habitat <p>Chosen</p> <ul style="list-style-type: none">Flora and Fauna <p>Move selection to Chosen</p>	<p>Screening Form or REF Worksheet</p> <p>Applicable Searches</p>
---	---

Figure 124: Design Certification Submission item 1 - DBYD & Safety Section

Requester Input	EE Compliance Review
<p>Are the following items (if applicable) compliant with Essential Energy's relevant standards?</p> <p>I have completed a Dial Before You Dig i</p> <p>Yes</p> <p>Other services marked on the plans</p> <p>-None-</p>	<p>Are the following items (if applicable) compliant with Essential Energy's relevant standards?</p> <p>I have completed a Dial Before You Dig i</p> <p>Other services marked on the plans</p>
<p>Executed my duties as a designer (WHS) i</p> <p>-None-</p> <p>Designer Safety Report covers work</p> <p>-None-</p> <p>Atypical hazards identified and recorded</p> <p>-None-</p> <p>Note or reference on the plans</p> <p>-None-</p>	<p>Executed my duties as a designer (WHS) i</p> <p>Designer Safety Report covers work</p> <p>Atypical hazards identified and recorded</p> <p>Note or reference on the plans</p>

6.3 Once all fields are complete and the relevant documents have been uploaded. **Update the section status to complete.**

Submission Item
1. Plans, Environmental, DBYD and Safety

* Section Name
1. Plans, Environmental, DBYD and Safety

Case
00017329

Section Status
Complete

Details Collaboration **Submission Items (Case)** Connection Project

Submission Items (Case) (4) 4 items · Sorted by Section Name · Updated a few seconds ago

	Section Name ↑	Section Status	Last Modified Date
1	1. Plans, Environmental, DBYD and Safety	Complete	28/09/2022 7:04 pm
2	2. Modelling and Engineering Calculations	In Progress	28/09/2022 7:01 pm
3	3. Notifications and Consents	In Progress	28/09/2022 7:01 pm
4	4. Pioneer Scheme	In Progress	28/09/2022 7:01 pm

[View All](#)

Click submission item 2. Modelling and Engineering Calculations

Submission Item **2. Modelling and Engineering Calculations** Printable View

Section Name: 2. Modelling and Engineering Calculations
 Section Status: In Progress

Case: 00017329

Requester Input

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

NEARA used to model overhead network **1**

Environment parameters are correct

Max Operating Temps and creep correct

Ground and structure Clearance checks

Conductor clearance checks

Strength checks - poles

Strength checks - conductor

Profiles are compliant with Standards

LV Drop calculations are correct

Compliance to Essential Energy Standards

EE Compliance Review

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

NEARA used to model overhead network **1**

Environment parameters are correct

Max Operating Temps and creep correct

Ground and structure Clearance checks

Conductor clearance checks

Strength checks - poles

Strength checks - conductor

Profiles are compliant with Standards

LV Drop calculations are correct

Compliance to Essential Energy Standards

Please select the documents for upload

Please upload your files here. Refer to Essential Energy's File Naming Convention Guide. Note, example file naming convention is: ECN 000123_power

[Upload Files](#) Or drop files

Name

Again, **update the left-hand fields for requestor input** for each sub-section on the form. Reminder – Users can select just the first field for each sub-section as this will auto-populate the below fields after the [Save] button is clicked.

Underground Modelling

Requestor Input

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

NEARA used to model underground network ⓘ

-None-

LV Drop calculations are correct

-None-

Cable pulling calculation are complete

-None-

Cables are compliant to standards

-None-

Trenching is compliant to Standards

-None-

Information on plans match design model

-None-

Non Standard Approvals obtained?

-None-

Non Standard Approval Case Number

Search Cases... 🔍

EE Compliance Review

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

NEARA used to model underground network ⓘ

LV Drop calculations are correct

Cable pulling calculation are complete

Cables are compliant to standards

Trenching is compliant to Standards

Information on plans match design model

Non Standard Approvals obtained?

Earthing

Requestor Input

Are the following items (if applicable) compliant with Essential Energy's relevant standards?

Neutron used to model earthing network ⓘ

-None-

Earth resistance readings were taken

-None-

Earthing details comply with Neutron

-None-

Single/Separate earthing see CEOM5113.02

-None-

EE Compliance Review

Are the following items (if applicable) compliant with Essential Energy's relevant standards?


Neutron used to model earthing network ⓘ

Earth resistance readings were taken

Earthing details comply with Neutron

Single/Separate earthing see CEOM5113.02

Figure 125: Example of requestor inputs auto population

 Submission Item 2. Modelling and Engineering Calculations	
Section Name 2. Modelling and Engineering Calculations	Case 00017329
Section Status Complete	
▼ Overhead Modelling	
Requestor Input Are the following items (if applicable) compliant with Essential Energy's relevant standards?	EE Compliance Review Are the following items (if applicable) compliant with Essential Energy's relevant standards?
NEARA used to model overhead network 1	NEARA used to model overhead network 1
Yes	
Environment parameters are correct	Environment parameters are correct
Yes	
Max Operating Temps and creep correct	Max Operating Temps and creep correct
Yes	
Ground and structure Clearance checks	Ground and structure Clearance checks
Yes	
Conductor clearance checks	Conductor clearance checks
Yes	
Strength checks - poles	Strength checks - poles
Yes	
Strength checks - conductor	Strength checks - conductor
Yes	
Profiles are compliant with Standards	Profiles are compliant with Standards
Yes	
LV Drop calculations are correct	LV Drop calculations are correct
Yes	
Compliance to Essential Energy Standards	Compliance to Essential Energy Standards
Yes	

Click submission item **3. Notifications and Consents**

Section Name 3. Notifications and Consents	Case 00017329
Section Status In Progress	
Notifications and Consents	
Requestor Input Are the following items (if applicable) compliant with Essential Energy's relevant standards?	EE Compliance Review Are the following items (if applicable) compliant with Essential Energy's relevant standards?
Consulted affected customers/landowners	Consulted affected customers/landowners
Consulted relevant council (Section 45)	Consulted relevant council (Section 45)
Consulted relevant authority TfNSW/Rail	Consulted relevant authority TfNSW/Rail
Public Lighting	
Requestor Input Are the following items (if applicable) compliant with Essential Energy's relevant standards?	EE Compliance Review Are the following items (if applicable) compliant with Essential Energy's relevant standards?
Public Lighting Consent Form uploaded	Public Lighting Consent Form uploaded
Streetlighting to lighting standard	Streetlighting to lighting standard
Streetlight foundations compliant	Streetlight foundations compliant
Streetlights in correct allocation	Streetlights in correct allocation
Streetlighting schedule is compliant	Streetlighting schedule is compliant

Please select the documents for upload

Please upload your files here. Refer to Essential Energy's File Naming Convention Guide. Note, example file naming convention is: ECN 000123_Consent Form- Public Lighting

Or drop files

Name

NOTE: the Notifications and Consents top sub-section of the form does not auto-populate the below fields and will require individual selections.

Notifications and Consents	
Requestor Input Are the following items (if applicable) compliant with Essential Energy's relevant standards?	EE Compliance Review Are the following items (if applicable) compliant with Essential Energy's relevant standards?
Consulted affected customers/landowners	Consulted affected customers/landowners
Consulted relevant council (Section 45)	Consulted relevant council (Section 45)
Consulted relevant authority TfNSW/Rail	Consulted relevant authority TfNSW/Rail

Public Lighting

Requestor Input
Are the following items (if applicable) compliant with Essential Energy's relevant standards?

Public Lighting Consent Form uploaded !

N/A

Streetlighting to lighting standard
-None-

Streetlight foundations compliant
-None-

Streetlights in correct allocation
-None-

Streetlighting schedule is compliant
-None-

Non Standard Approvals obtained?
-None-

Non Standard Approval Case Number
Search Cases...

EE Compliance Review
Are the following items (if applicable) compliant with Essential Energy's relevant standards?

Public Lighting Consent Form uploaded !

Streetlighting to lighting standard

Streetlight foundations compliant

Streetlights in correct allocation

Streetlighting schedule is compliant

Non Standard Approvals obtained?

System Information

Created By: TROY DENT, 28/09/2022 7:01 pm

Last Modified By: TROY DENT, 28/09/2022 7:01 pm

Cancel
Save

Click submission item **4. Pioneer Scheme** (IF APPLICABLE)

📁 Submission Item
4. Pioneer Scheme

Section Name
4. Pioneer Scheme

Section Status
In Progress

▼ Pioneer Scheme

Is Connecting Customer the Land Holder?

Case
00017329

Pioneer Scheme form signed by customer?

How many connection points? !

Additional Connecting Customer(s)

Please select the documents for upload

Please upload your files here. Refer to Essential Energy's File Naming Convention Guide. Note, example file naming convention is: ECN 000123_Pioneer Scheme - Application

Upload Files Or drop files

Name

▼ System Information

Created By: TROY DENT, 28/09/2022 7:01 pm

Last Modified By: TROY DENT, 28/09/2022 7:01 pm

Post

Share an update... Share

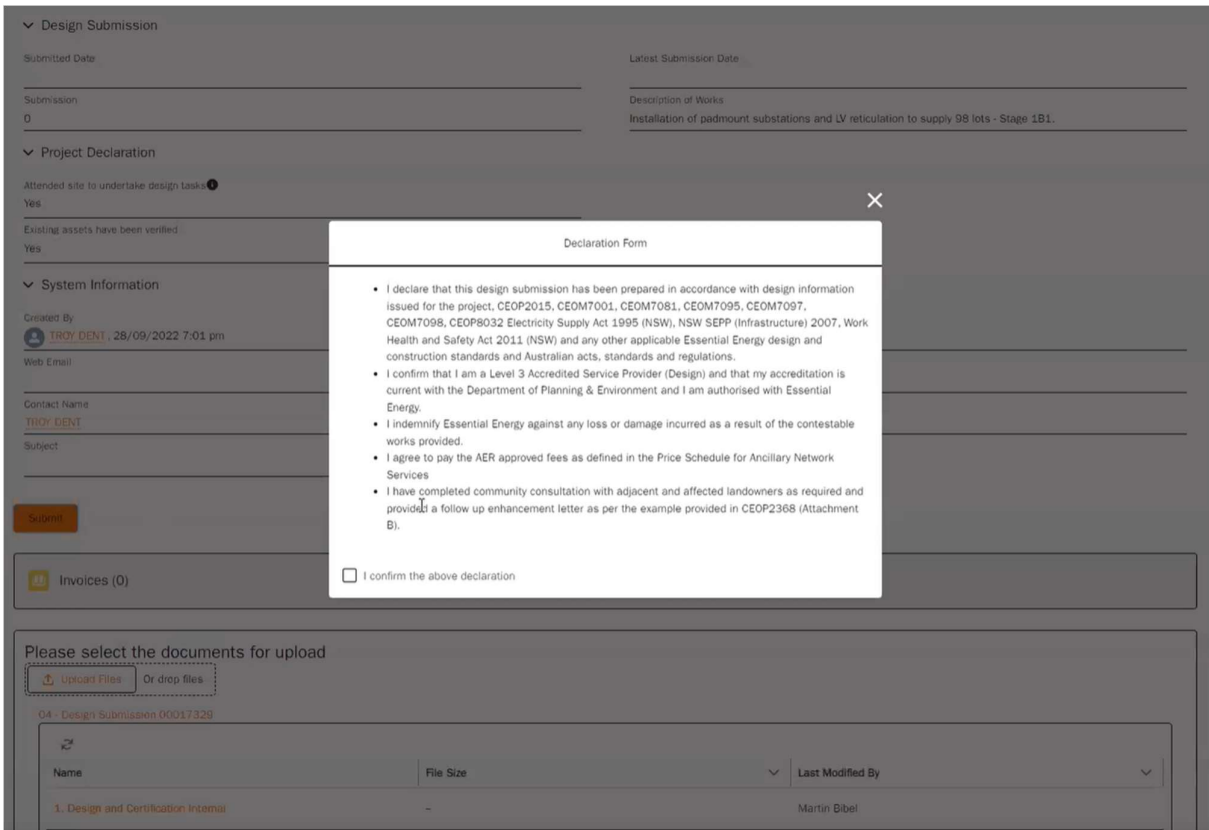
Sort by: Most Recent Activity

🔍

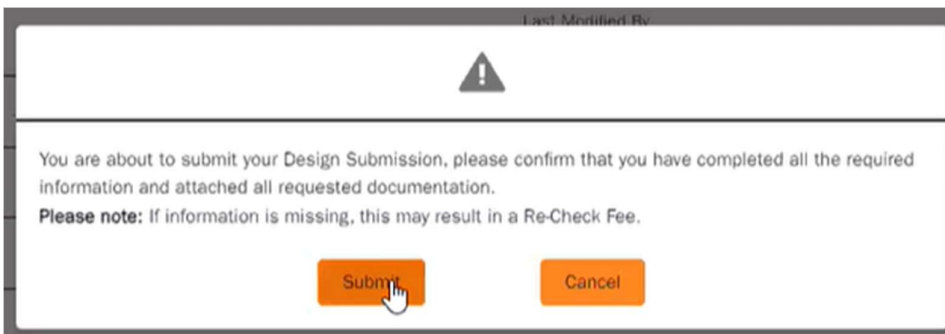
7. Once all submission items are complete and section status' are all set to complete, the details tab has been reviewed and you are satisfied that your design submission is complete, select **submit** at the bottom of the details tab of the case.



8. The user will be prompted to complete a declaration form, **tick the declaration box** located in the bottom left



9. Then select **Submit**



10. The case has now successfully been submitted and the case status has updated to **Submitted**


Case 00017329

Case Record Type: Design Submission | Contact Name: TROY DENT | Status: Submitted | ECN Project Name: ECN-000336-Subdivision Residential & Commercial Forge Drive

Details | Collaboration | Submission Items (Case) | Connection Project

Connection Project Name ECN-000336	Case Owner Johnny Taylor
Parent Case 00015758	Case Record Type Design Submission
Case Number 00017329	Development Name
Status Submitted	Purchase Order Ref. Number
Re submission <input type="checkbox"/>	
<p>Design Submission</p> <p>Submitted Date 28/09/2022</p> <p>Submission 1</p>	<p>Latest Submission Date 28/09/2022</p> <p>Description of Works Installation of padmount substations and LV reticulation to supply 98 lots - Stage 1B1.</p>
<p>Project Declaration</p> <p>Attended site to undertake design tasks Yes</p> <p>Existing assets have been verified Yes</p>	

- 12 Your design submission will automatically be allocated to the relevant Essential Energy Case Owner to review your request.
- 13 If during the assessment of your design submission and Essential Energy determines that more information is required, the case status will be updated to **Pending Requestor** for further action by the submitter. The requester will be notified via email that more information is required, and the connecting customer will also be sent a courtesy email advising them of a status update. You will be able to update the case and add the required information (including any updated documentation) and submit it back to Essential Energy to further progress the case request.


Additional fee's may apply if your design submission requires a recheck

11. Fee's will be activated and invoiced as per billing in arrears arrangement
12. Once the request has been finalised, Essential Energy will issue the design certification to the requestor. The case status will change to **issued** and the certified design will be made available to you via the Essential Connections portal, allowing you to download it.

Design re-certification

There are two types of re-certifications:

1. **Minor re-certification:** This includes situations such as relocating a poll to a different location, and the asset stays the same. Therefore, this does not represent any difference to the asset list and no change.
2. **Major re-certification:** When an asset or a number of assets are being changed or removed/added this is a major re-certification. In this circumstance, delete all assets that were previously loaded, then upload the new design for a major re-certification.

As a Level 3 ASP:

Level 3 ASP requests for a re-certification, this means that a new design status on the connection project in the works, is pending recertification. The re-certification process has a design fee involved for the Level 3 ASP to remember.

Note: It is important that there is an ASP3 there ready on site in case a re-certification is needed.

1. As a Level 3 ASP (submitter of design case) you will receive a bell notification that the Level 1 ASP has assigned you a task. It is important to ensure you always check bell notifications. You can also see the notification in your tasks in the list from the homepage in order of when they are due.

Figure 126: Bell task notification

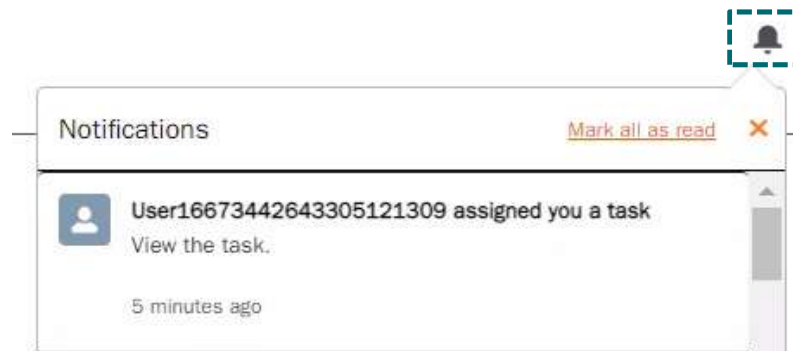


Figure 127: My outstanding actions

My Outstanding Actions

OPEN TASKS

<input type="checkbox"/> Recert required PETA CLARKSON + 1 • 2_Design	23/11
<input type="checkbox"/> Design Revision Required - ECN-003783 Generator Required	07/12
<input type="checkbox"/> Design Revision Required - ECN-004140 Design revision required	21/12

[View All](#)

2. Click in the task to review the details.

Figure 128: Design revision required task

Task
Design Revision Required - ECN-004140

Name: _____ Related To: [Design revision required](#)

▼ **Task Information**

Subject: Design Revision Required - ECN-004140

Name: _____

Due Date: 21/12/2022

Comments: ASP has raised a Design Revision Required on the Construction, please review this subsection for details.

Assigned To: [BRENT TAYLOR](#)

Status: Open

Priority: Normal

Related To: [Design revision required](#)

▼ **System Information**

Created By: [User16673442643305121309](#)
30/11/2022 12:04 pm

Last Modified By: [User16673442643305121309](#)
30/11/2022 12:04 pm

Note: The construction case will be paused for the re-certification. If it is a minor adjustment to the design, it will be easy to work with to maintain the outage date.

- Go to my submitted cases and find the case number.

Figure 129: My submitted cases

Cases
My Submitted Cases ▼

50+ Items · Sorted by Connection Project Name · Filtered by All cases · LoggedInUserSubmit(ContactId:Technical)

Search this list...

Connecti...	Case Nu...	Case Record Type	Status	Site Street Name	Site City	Submitted ...	Site NMI	Surna...
1	ECN-004140 00031325	Design Submission	Issued	FORGE DR	NORTH BOAMBEE VALLEY	29/11/2022		Art
2	ECN-004140 00031324	Standard Approval	Issued	FORGE DR	NORTH BOAMBEE VALLEY	29/11/2022		
3	ECN-004140 00031323	Easement	Submitted	FORGE DR	NORTH BOAMBEE VALLEY	29/11/2022		
4	ECN-004140 00031321	Asset Label Request	Issued	FORGE DR	NORTH BOAMBEE VALLEY	29/11/2022		
5	ECN-004140 00031320	Design Information Application	Issued	FORGE DR	NORTH BOAMBEE VALLEY	29/11/2022		Art
6	ECN-004140 00031319	Easement	In Progress	FORGE DR	NORTH BOAMBEE VALLEY	29/11/2022		
7	ECN-004140 00031318	Application	Completed	FORGE DR	NORTH BOAMBEE VALLEY			Art
8	ECN-004135 00031307	Application	In Progress	Address Test Street	BONNY HILLS			Art
9	ECN-004134 00031303	Application	Completed	FORGE DR	NORTH BOAMBEE VALLEY			Art
10	ECN-003875 00026775	Application	Completed	ARGENT ST	BROKEN HILL			Art
11	ECN-003870 00031305	Design Submission	Submitted	FORGE DR	NORTH BOAMBEE VALLEY	28/11/2022		Dent
12	ECN-003850 00026928	Application	Completed	FORGE DR	NORTH BOAMBEE VALLEY			Mouse
13	ECN-003847 00026914	Design Information Application	Assigned	WHITEHAVEN CRESCENT	WOOLGOOLGA	15/11/2022		Mouse
14	ECN-003847 00026913	Application	Completed	WHITEHAVEN CRESCENT	WOOLGOOLGA		40013371680	Mouse
15	ECN-003845 00031304	Easement	Submitted	WHITEHAVEN CRESCENT	WOOLGOOLGA	28/11/2022		
16	ECN-003845 00031299	Design Submission	Draft	WHITEHAVEN CRESCENT	WOOLGOOLGA			Mouse

- Once you have found the current design submission case click on it or search in the search bar.

5. Select **Request Revision** button, this is found when scrolling down on the Design Submission page in the Details tab.

Figure 130: Request revision button

The screenshot shows the 'Details' tab of a Design Submission page. At the top, there is a case header for Case 00031325 with a 'Printable View' button. Below this, there are fields for Case Record Type (Design Submission), Contact Name (BRENT TAYLOR), and Status (Issued). The main content area is divided into two columns. The left column contains fields for Connection Project Name (ECN-004140), Parent Case (00031320), Case Number (00031325), Status (Issued), Re-submission (checkbox), Design Submission (Submitted Date: 29/11/2022, Submission: 1), and Project Declaration (Attended site to undertake design tasks: Yes, Existing assets have been verified: Yes). The right column contains fields for Case Owner (Brent Taylor), Case Record Type (Design Submission), Development Name, Purchase Order Ref. Number, Latest Submission Date (29/11/2022), and Description of Works. At the bottom center, a red 'Request Revision' button is highlighted with a dashed green box.

6. This will trigger a new case number and the Level 1 ASP will receive notification. When something goes through a re-certification, going back from construction, use the current active design submission case click the **revision** button and it will clone the case. The system will **complete** the previous case and the new case becomes a draft, from here it will be seen it is a re-certification.
7. The status will show as **Draft** and show as a **Re-submission**.

Figure 131: Design submission status

Case 00031340

Case Record Type: Design Submission

Contact Name: BRENT TAYLOR

Status: Draft

Details Collaboration Submission Items (Case) Connection Project

Connection Project Name: ECN-004140

Parent Case: 00031320

Case Number: 00031340

Status: Draft

Re-submission

- The new design case status will then be changed to **Submitted** when a seven-day SLA kicks off to recertify.
Note: An internal user may extend the SLA if necessary.
- Select the **Submission Items (Case)** tab and complete all the tasks by clicking into each **Section Name**, updating any information and marking the status to **Complete**.

Figure 132: Submission items (case) tab

Case 00031340

Printable View

Case Record Type: Design Submission

Contact Name: BRENT TAYLOR

Status: Draft

Details Collaboration **Submission Items (Case)** Connection Project

Submission Items (Case) (4)

4 items • Sorted by Section Name • Updated a few seconds ago

Section Name 1	Section Status	Last Modified Date
1. Plans, Environmental, DBYD and Safety	Complete	30/11/2022 12:59 pm
2. Modeling and Engineering Calculations	Complete	30/11/2022 1:00 pm
3. Notifications and Consents	In Progress	30/11/2022 12:44 pm
4. Pioneer Site	In Progress	30/11/2022 12:44 pm

Submit

View All

- You have the ability to use the **Collaboration** tab to let the D&C team know all is complete or it is possible to add any important notes on the re-submission.

Figure 133: Collaboration tab



11. Return to the **Details tab** and click **Submit**, you can also do this from the **Submission Items (Case) tab**, but it is important to check that all the details of the re-submission case are correct, so it is best to go back and view the **Details tab**.
12. Once it has been submitted, the submit button will disappear and the status will change to **Assigned**.

Figure 134: Design submission status



13. Notification will be received saying that the design re-submission case has been submitted.
14. Once the request for a re-certification, an email notification is sent out to the Design and Certification (D&C) and a NAF, triggered by the revision requested.
15. The existing design status will be changed to **complete** with the reason listed as **Re-certification Required**.

Request Easements

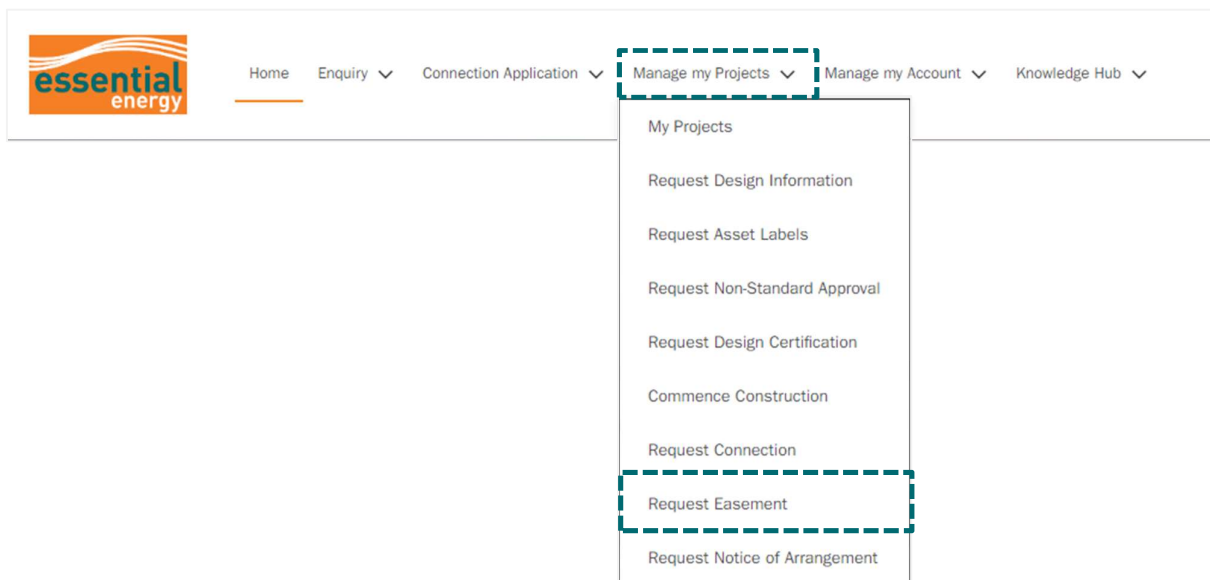
Any registered user can request easements, including real estate developers and legal agents.

Figure 135: Design Process Overview - Request Easements



1. To request easements:
Option 1: Manage my Projects task bar tab, then click “Request easement”

Figure 136: Request Easements - Task Bar navigation



Option 2: Select the Manage my Projects button from the homepage. From the 'Manage my Projects' homepage, click 'Request Easements'

Figure 137: Essential Connections homepage - Manage my Projects navigation

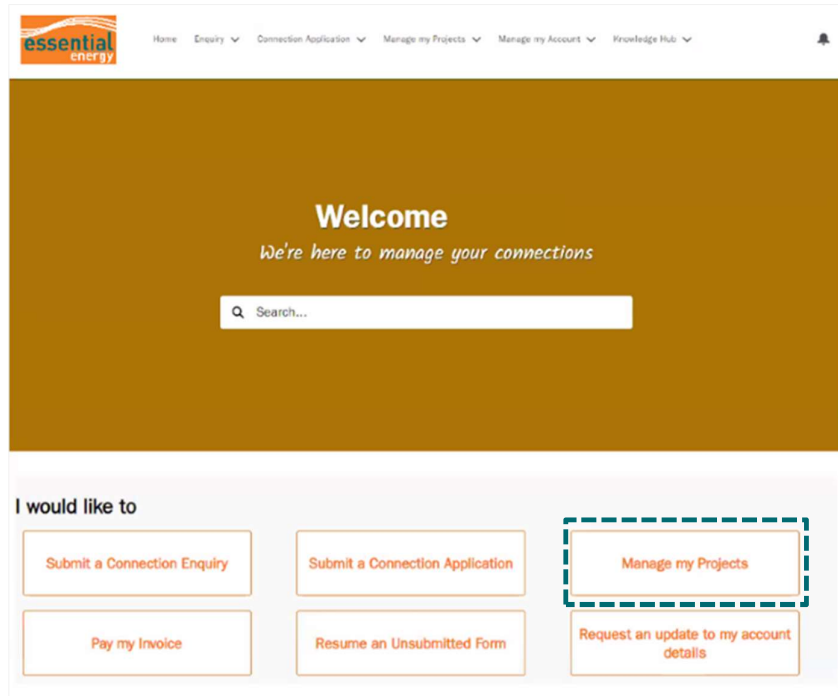
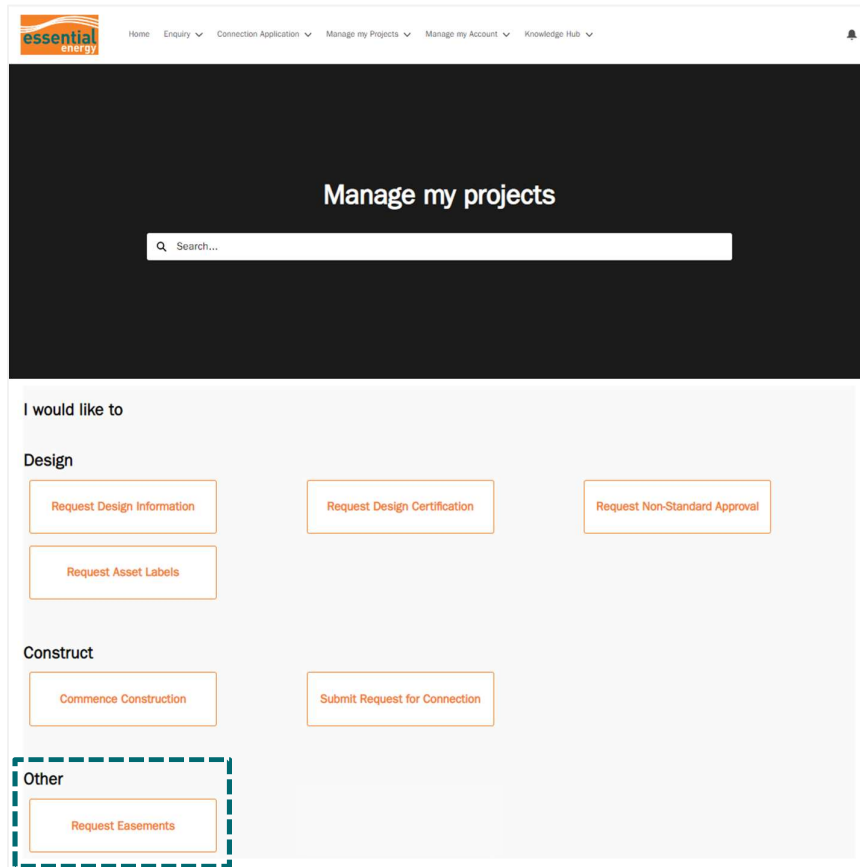


Figure 138: Manage my Projects - Request Easements



NOTE: Easements is located under the 'Other' tab as they can be completed at any time prior to construction.

2. **Select the relevant category** for the easement application. To help choose the right category, there is further information provided on the right-hand side of the page. Select **Next**.

Figure 139: Request Easements - Step 1

3. **Select the checkbox** if you have been provided with ECN and connection application case number. **OR** select next if you do not have these details.

Figure 140: Request Easements - Step 2

i If you do not have the ECN & Connection Application case number you will need to manually enter the site address details

- 3.1 If you have selected to provide the ECN & Connection application case number, enter the **ECN** and **Connection Application Case Number**, then click **next**.

Figure 141: Request Easements - Enter ECN option at Step 2

4. **IF** you have entered the ECN & connection applicate case number the site details will be brought through from the project information including the lot and DP number. Review and confirm the site details are correct and select **Next**

Figure 142: Request Easements - Confirm site details ECN option

IF you did not have an ECN to enter, you will need to search for the address details on the following screen.

5. Next, enter the Party Details. You will first enter the contact details for the associated benefitted or burdened parties for the easement request. Then, Click next.

6. Staying in the Party Details tab, you now enter the Address of Affected Property. E.g. This could be a neighboring property. If the address you are searching for does not automatically populate, click on the box that says 'I can't find my Lot & DP using the address bar above. Please enter Lot and DP number manually'.

7. If necessary: Add another party to this easement request. Click this box if there is other another affected property. If you do not need to add further details or once you have done this, click next.

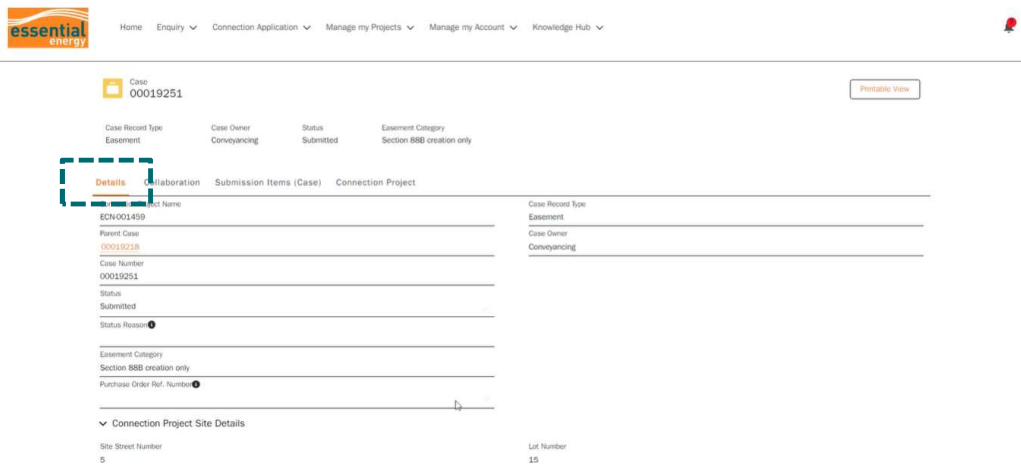
8. Enter the Easement Details. The top four boxes are optional to fill in, the boxes with an *, are not. Click next once all compulsory information has been filled in.

9. Upload supporting documents for your easement request. You can do this by dragging and dropping the files in the space provided or by clicking the "Upload Files" button. Once all supporting documents have been uploaded, click next.

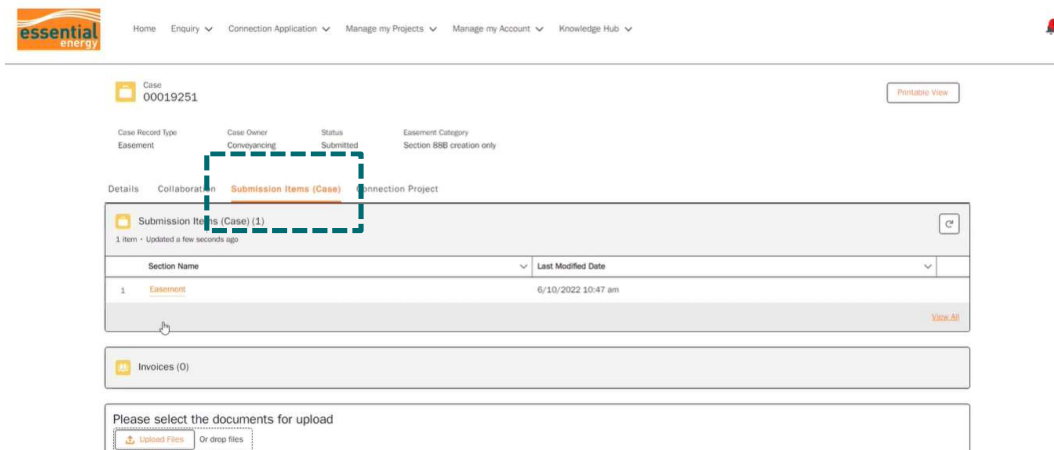
- The easement request has now been submitted to the conveyancing team for processing. To complete, click finish.



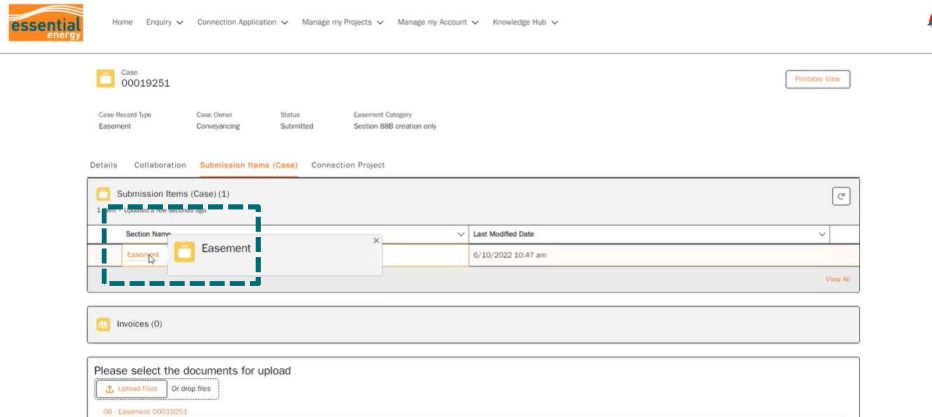
- Once the above step has been done, the below screen will populate and you will be able to see all details of your request. The 'Details' tab, as shown below (and automatically shows up on the screen), includes all the high level details of the easement case. There is also the 'Collaboration' tab, Submission Items (Case) tab, and the 'Connection Project' tab.



- If you click on the 'Submission Items (Case)' tab, this is where more detail from the requestor.



- If you click on the 'Easement' button on the same page as above, this is where you will get more information and this is also where the conveyancing team can, add, change and update any information, as well as look at any of the documentation.



14. Any of the documentation that either the external or internal submits on to the case will be available through the sFiles widget, which can be seen below.
15. Once an easement case has been submitted, it will then come through to the internal portal in the conveyancing queue. In this queue, it will show up as a submitted case, at this stage.
16. If the case is missing information, it can be sent back to the easement case requestor saying what is required to make the submission correct. This will be notified to you via email.
17. Once you have completed the necessary outstanding action/s (including the upload of any new/amended documentation), reply directly via the notification email that you received advising all actions completed.



When replying to the notification email, please do not change the 'To' and 'Subject' – this will ensure the email is delivered back into the Essential Connections portal

Appendix

Document Naming Conventions

File naming convention

Essential Connection Number_Document Name.file extension

Examples

ECN000123_Concept Plan.pdf

ECN000123_Survey Plan.pdf

Design Information Request documents

ECN000123_Concept Plan.pdf

ECN000123_Site Plan.pdf

ECN000123_Maximum Demand Calculations.pdf

ECN000123_Photos.pdf

ECN000123_Survey Plan.pdf

ECN000123_Notice of Determination.pdf

ECN000123_Proposed Subdivision Plan.pdf

ECN000123_Electrical Plan.pdf

Level 3 ASP - Design Submission documents

ECN000123_Construction Plan Rev A.pdf (Revision letter is the current version of document i.e. A, B, C etc)

ECN000123_Construction Plan Rev A.dwg (Revision letter is the current version of document i.e. A, B, C etc.)

ECN000123_LV Drop.pdf

ECN000123_Pole Calculations.pdf

ECN000123_Neutron Report.pdf

ECN000123_Designer Safety Report.pdf

ECN000123_Vegetation Clearing Management Plan.pdf

ECN000123_Easement Documents - 88B.pdf

ECN000123_Easement Documents - TGE.pdf

ECN000123_Easement Documents - Deeds.pdf

ECN000123_Response Letter - Section 45.pdf

ECN000123_Response Letter – RMS.pdf

ECN000123_Response Letter – Rail.pdf

ECN000123_Response Letter – Rail.pdf

ECN000123_Consent Form – Schedule of Works Required.pdf

ECN000123_Consent Form – Public Lighting.pdf

ECN000123_Pioneer Scheme Application – Land Owner.pdf

ECN000123_EIA.pdf

ECN000123_REF.pdf

ECN000123_Returned Redundant Materials Check List

ECN000123_AHIMS Report.pdf

ECN000123_Flora- Search Results.pdf

ECN000123_Fauna Search Results.pdf

ECN000123_DBYD Documents
ECN000123_GEO Tech Report.pdf
ECN000123_Engineers Design.pdf
ECN000123_Cable Pulling Plans

Documents issued by Essential Energy for Contestable Works projects

ECN000123_Smallworld.pdf
ECN000123_Environmental Report.pdf
ECN000123_Pole Data.pdf
ECN000123_LV Network.pdf
ECN000123_PowerOn.pdf

Certified Design documents

ECN000123_Certified Design – Rev A.pdf (Revision letter is the current version of document)
ECN000123_EIA Signed.pdf
ECN000123_REF Signed.pdf

Need help?

Users will need to register in order to access the portal. Depending on the User type there are a couple of steps involved to setup a Registered User account for the Essential Connections portal. For information and guides for registering as a user see the [Essential Connections Registration page](#)

Additional support information regarding the Essential Connects Portal and accounts can be viewed on the Essential Energy [support page](#).

Enquiry type	Support channel
System enquiries including Essential Connections registration and access issues, as well as all enquiry and application issues.	aspinfo@essentialenergy.com.au
All contestable design enquiries with regards to Level 1 and 3 ASP works	contestableworks@essentialenergy.com.au
All easement enquiries	conveyancingteam@essentialenergy.com.au
All pioneer scheme enquiries	pioneer.scheme@essentialenergy.com.au
