

PV CONNECTION PROCESS

- **Customer engages supplier and accepts quote.**
- **Supplier/installer completes (along with customer) form 1003 – Application to Network Connect Photovoltaic Generator form. This form can be accessed via ENERGEX's website:**

http://www.energex.com.au/upload/pdfforms/20080917_125811_90069.pdf

- **On the form 1003, customer nominates which metering arrangement they want.**
- **If any details are missing from the form 1003, ENERGEX will contact the customer/supplier directly.**
- **Customer signs the form 1003 and supplier/installer or customer forwards to ENERGEX via fax or post.**
- **ENERGEX checks for direct connection to ENERGEX's network (to ensure site has a standard connection to which we are adding PV) and Network Agreement is drawn up from the form 1003 within 5 business days and forwarded to customer for perusal and signature and returned to ENERGEX.**
- **Installer installs the system.**
- **Electrician wires the system and completes form 2 and submits to ENERGEX via on-line service or via fax. Contractor should alert ENERGEX via the form 2 if there are any access issues. Electrician also needs to note which metering scheme type the customer has been wired up for.**
- **ENERGEX emails a scanned copy of the form 1003 to the retailer nominated by the customer on the form 1003 once form 2 has been submitted. If no retailer is nominated on the form 1003, ENERGEX will review its systems to determine the existing retailer, and send them the form 1003.**
- **On receipt of a copy of the form 1003, retailer contacts customer if necessary.**

- **Once form 2 has been submitted installers need to send through the completed serial numbers on page 2 of the application form 1003 to ENERGEX.**
- **Electricity retailer (who has received a copy of the form 1003 from ENERGEX) sends an Adds & Alts B2B service order request which gives ENERGEX permission to attend property and hang the meters. Any access issues known to the retailer should be noted on the B2B.**
- **Once Network Agreement, form 2 & B2B are all received and married up, ENERGEX will attend the site within 10 business days to hang the PV meters (weather permitting).**
 - **If work able to be performed:**
 - **meters will be read as part of the Adds & Alts service order**
 - **appropriate network tariff code will be applied to PV meter**
 - **ENERGEX will send a 'complete' response to retailer's B2B request.**
 - **If work unable to be performed:**
 - **form 3 is left on site for customer advising them of the faults and to contact their electrician**
 - **ENERGEX will send a 'not complete' response to the retailer's B2B request**
 - **customer to advise the electrician of the faults**
 - **electrician to rectify faults and submit a new form 2**
 - **customer will need to contact their electricity retailer to organise a new B2B**

Note:

- **Supplier may or may not be able to install PV (ie supplier may engage separate entity to install PV)**
- **Electrical contractor is usually a separate entity to supplier or supplier/installer**
- **Serial numbers on page 2 on the application form 1003 must be submitted to ENERGEX after installation for government reporting**