

Applicant Guide: How to Pay the SSER Fee



The purpose of this document is to act as a guide for our applicants on how to make an online payment or request an invoice for the Site-Specific Enquiry Response (SSER) fee for *Greater than 30 kVA Embedded Generation* Enquiry forms.

Following the submission of your *Enquiry* form you can make payment or request an invoice for the SSER fee by following these steps:

Online Payment

1. Open the *Enquiry* form in the Portal
2. Select the **Pay SSER Fee** button

The screenshot shows an 'Information' section with the following details:

Reference Number	CX24GAY1119931Q
	Insert Legacy Work Request
Enquiry Type	Embedded Generation (inc. Solar) of more t...
Status	Awaiting SSER Payment
Status last updated	3/12/2024 12:25 PM
Created By	hw027 hw027



3. In the **Select Payment Method** screen, you will need to select your desired payment method

The screenshot shows the 'Select Payment Method' screen with a dropdown menu for 'Payment Method' containing the following options:

- Please Select...
- Please Select...
- On-Line Payment
- Pay By Invoice

A tip message states: "If Pay By Invoice, an Energex Tax Invoice will be emailed within 6 business days." At the bottom right, there are 'Back' and 'Next' buttons.

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4. In the **Customer Billing Details**, you will need to complete each field and click **Next**.

The screenshot shows a web form titled "Fee Payment Details" with a sub-section "Customer Billing Details". The form contains the following fields:

- Customer Name: Test Test
- Customer Address: 251 Leitch Road
- Suburb: Brendale
- State: Queensland
- Postcode: 4500
- Invoice Email: (empty)

Red arrows point to each of these input fields. At the bottom right, there are three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a red border.

5. Input the credit card information into the **Credit Card Details** screen and click **Make Payment**.
6. The **Enquiry** form will transition to a Status of 'Evaluation Required' and into the queue for processing.

Request Invoice

1. Open the **Enquiry** form in the Portal
2. Select the **Pay SSER Fee** button

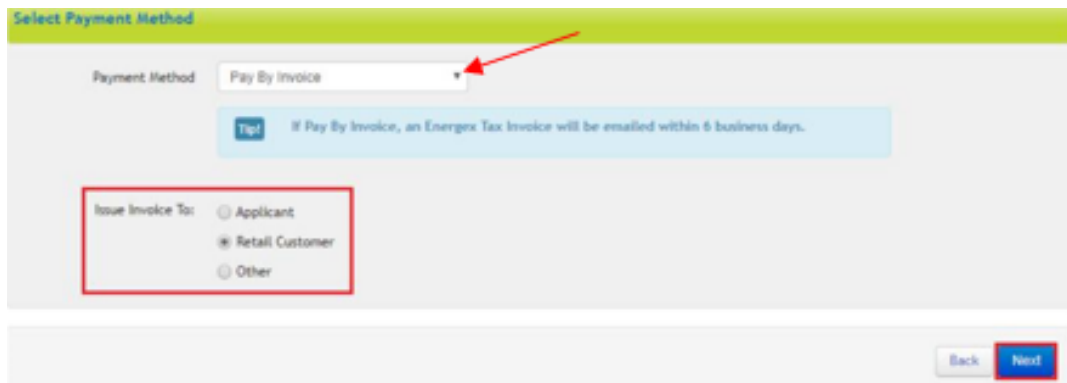
The screenshot shows the "Information" section of an enquiry form. The fields are:

- Reference Number: CX24GAY1119931Q
- Enquiry Type: Embedded Generation (inc. Solar) of more t...
- Status: Awaiting SSER Payment
- Status last updated: 3/12/2024 12:25 PM
- Created By: hw027 hw027

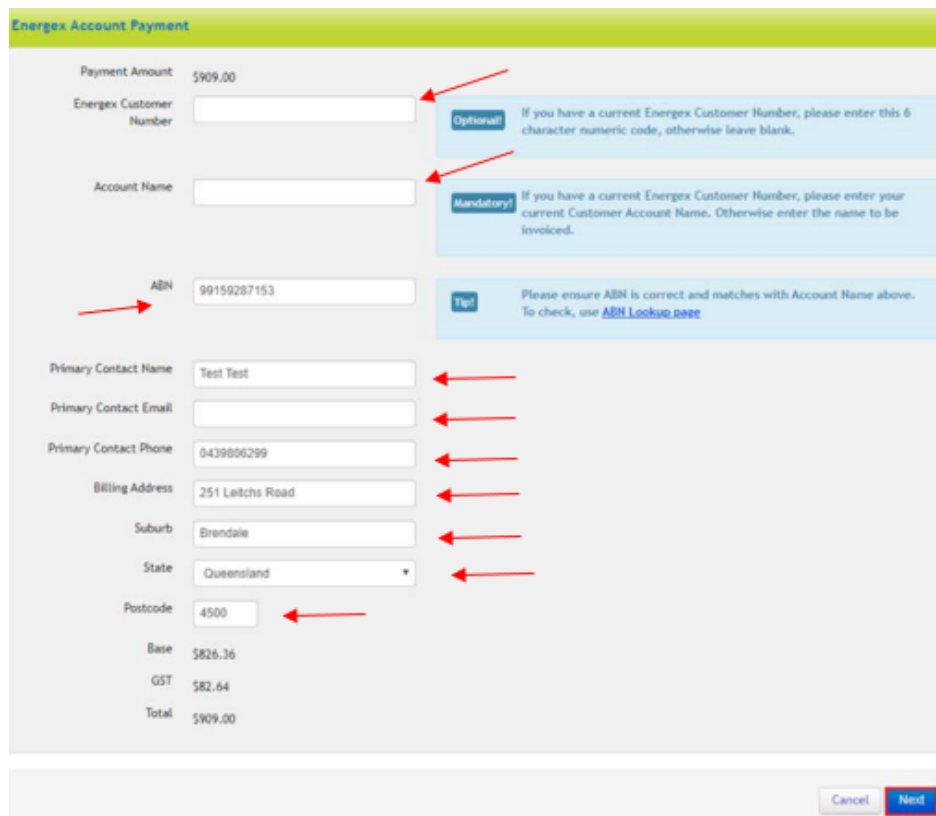
A blue button labeled "Pay SSER Fee" is located below the Reference Number field and is highlighted with a red border.

3. In the **Select Payment Method** screen, you will need to indicate who the invoice needs to be issued to and click **Next**.

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4. In the **Energex Account Payment** screen, you will need to complete each field with the information of the invoice recipient and click **Next**.



Important Information:

The details provided in this screen are used to create account records, please ensure the information provided is correct. To avoid processing delays, please check that the ABN/ACN matches the registered business, and the email address and phone number are correct.

If you are providing an ACN number, please include '00' at the beginning of the number in the ABN field.

The invoice will be issued to the email address provided in this screen. Please ensure the owner of this account is aware of this.

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5. On submission of the *Energex Account Payment* information, the *Enquiry* form will transition to a status of '*Invoice Payment Requested*'. The request will be processed, and the invoice issued **within 7 business days.**

Information	
Reference Number	CX20KRE0616565Q
Enquiry Type	Embedded Generation (inc. Solar) of more t...
Status	Invoice Payment Requested
Status last updated	22/09/2020 10:08 AM

6. When the invoice is issued, the *Enquiry* form status will transition to '*Invoice Payment Required*'

Information	
Reference Number	CX20KRE0616565Q
Enquiry Type	Embedded Generation (inc. Solar) of more t...
Status	Invoice Payment Required

7. To make payment of the SSER fee, the payee will need to follow the instructions provided in the invoice.

For more information on our connection process, please refer to our [website](#) or email our team at energexgeneration@energyq.com.au