

Customer Self Service

Customer Guide

16 September 2026



NETWORK



Contents

About Self Service	3
Registering for Self Service	4
Logging into Self Service	5
Resetting your Password	6
Resetting your Username	7
Updating My Profile	8
To access My Profile	8
How to Add a NMI in My Profile	11
Subscribing for Notifications	14
How to subscribe/unsubscribe for notifications	14
Searching 'Track Service Orders'	16
Submitting a Self-Meter Read	18
Report a Problem	21
Network Damage	22
Faulty Street Lights	22
Trees Growing in Powerlines	24
Graffiti/Vandalism	26
Connection Enquiry or Application	29
Make a Claim	29

About Self Service

We're making our services easier for you to access online 24/7.

What services are available?

There are a number of services available without logging in, however some specialised services for privacy, require more information from you before you can access.

Without logging in, you can:

- Report a faulty streetlight, trees growing in powerlines or graffiti/vandalism.
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application).

After logging in, you can:

- Report a faulty streetlight, trees growing in powerlines or graffiti/vandalism.
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application).
- Submit a Claim
- Submit a Connection Application

After logging in and adding your NMI/address in the My Profile area, you can:

- Report a faulty streetlight, trees growing in powerlines or graffiti/vandalism.
- Check status of your request with us (e.g. Electrical Work Request or Connection Application).
- Submit a Claim
- Submit a Connection Application
- Complete a self-meter read
- Subscribe for planned interruption notifications
- Update dog details

Registering for Self Service

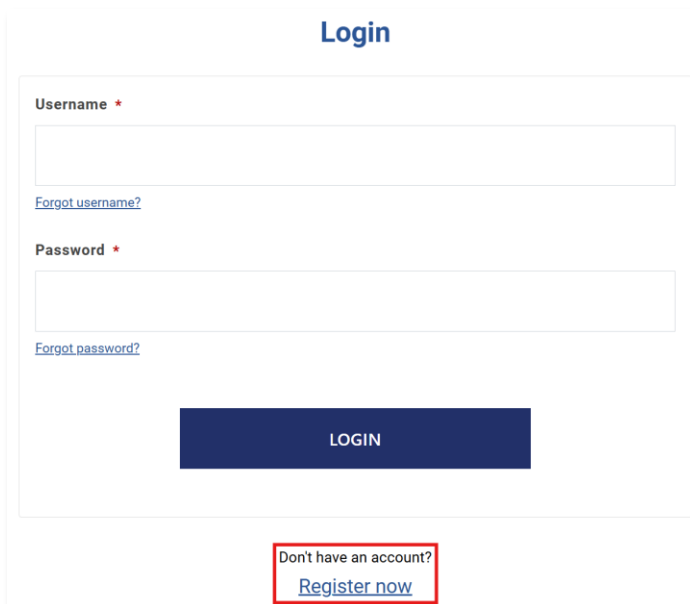
1. On the Ergon Energy Network website click on **Portals** and then click **Customer Self Service**.



2. Click the **Login** icon in the top right of the screen.

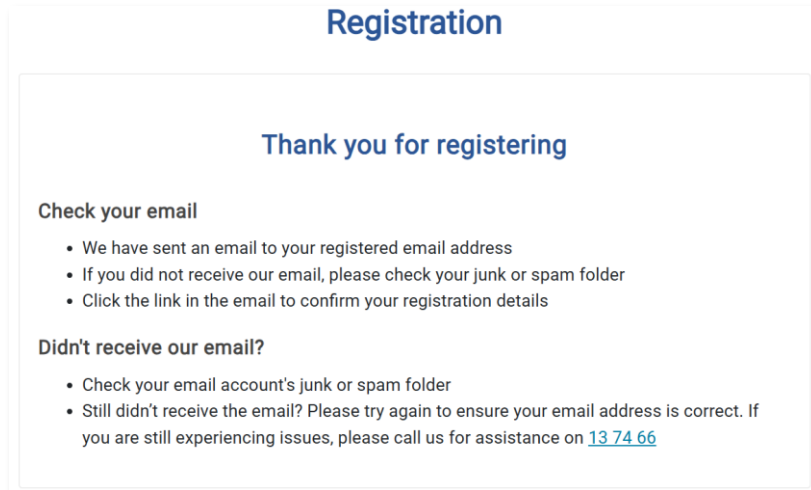


3. A new window will appear, select **Register now**.



4. Enter the security code as it appears, click **next**.
5. Complete all details in the registration form, then click **Register** at the bottom of the form.

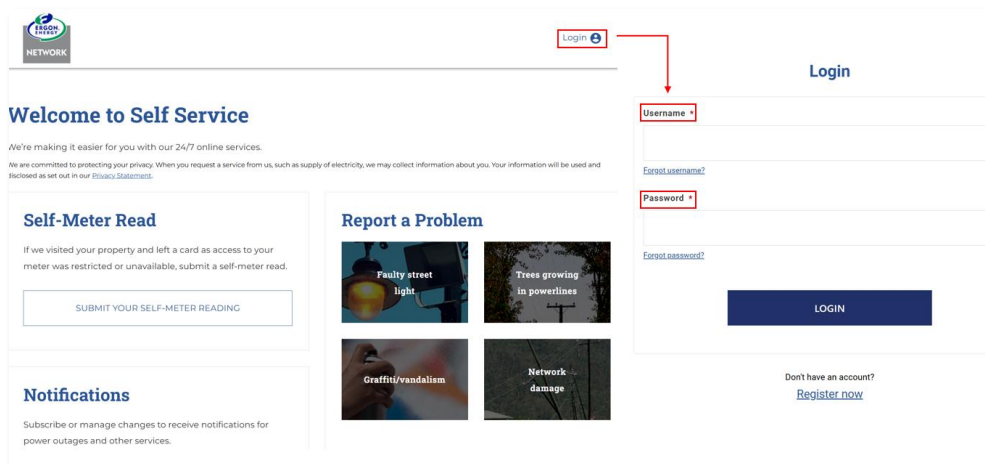
6. You will receive the below message when you have completed the registration.
- An email will also be sent to the email you used to register when you have completed the registration.



7. Open the email sent (be sure to check your junk/spam folder) and click on the link to activate your registration.

Logging into Self Service

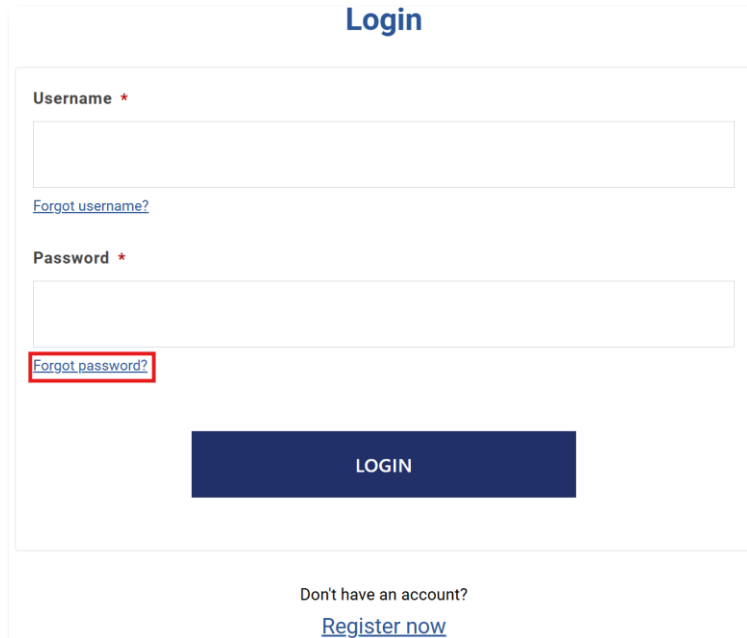
1. Click **Login** and enter your **Username** and **Password**.



Resetting your Password

If you have forgotten your password, you can reset this online, anytime.

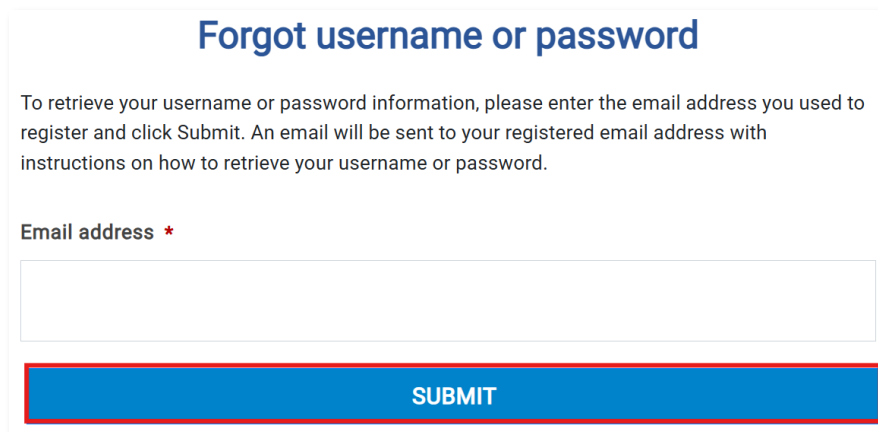
1. From the **Login** screen, click on **Forgot password?**



The screenshot shows a 'Login' form with the following elements:

- Username *** label above a text input field.
- [Forgot username?](#) link below the username field.
- Password *** label above a text input field.
- [Forgot password?](#) link below the password field, which is highlighted with a red rectangle.
- A dark blue **LOGIN** button.
- Text: "Don't have an account?"
- [Register now](#) link.

2. Enter the email address you registered with and click **Submit**.



The screenshot shows a 'Forgot username or password' form with the following elements:

- Section title: **Forgot username or password**
- Text: "To retrieve your username or password information, please enter the email address you used to register and click Submit. An email will be sent to your registered email address with instructions on how to retrieve your username or password."
- Email address *** label above a text input field.
- A blue **SUBMIT** button, which is highlighted with a red rectangle.

3. Check your email (including your junk/spam folder).

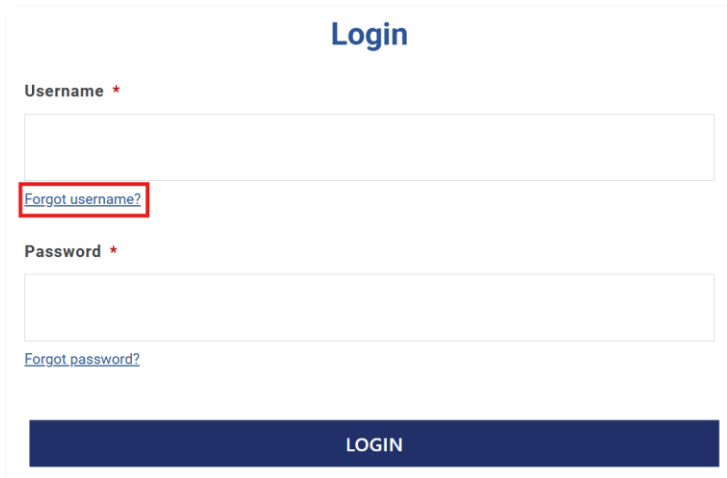
We will send you an email to your registered email address. Look for a message with the subject: **Reset your details**.

The email will contain your username and a link to reset your password. Click the link and follow the steps to reset your password.

Resetting your Username

If you have forgotten your username, you can reset this online, any time.

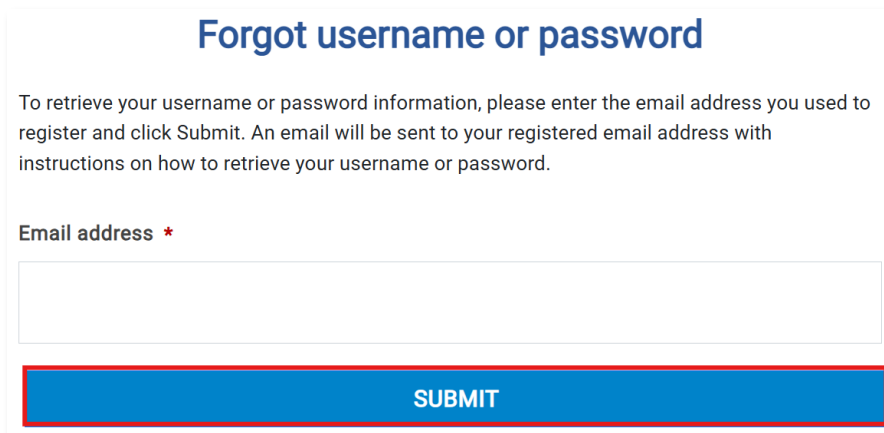
1. From the **Login** screen select **Forgot username?**



The screenshot shows a 'Login' form with the following elements:

- Login** (title)
- Username *** (label)
- (username input field)
- [Forgot username?](#) (link, highlighted with a red box)
- Password *** (label)
- (password input field)
- [Forgot password?](#) (link)
- LOGIN** (button)

2. Enter the email address you registered with and click **Submit**.



The screenshot shows a 'Forgot username or password' form with the following elements:

- Forgot username or password** (title)
- To retrieve your username or password information, please enter the email address you used to register and click Submit. An email will be sent to your registered email address with instructions on how to retrieve your username or password. (instructions)
- Email address *** (label)
- (email address input field)
- SUBMIT** (button, highlighted with a red box)

3. Check your email (including your junk/spam folder).

We will send you an email to your registered email address. Look for a message with the subject: **Reset your details**.

Click the link and follow the steps to reset your username.

Updating My Profile

All your portal information can be found in the My Profile section.

Once logged in, you can view and update the following:

Section	What you can view and update
Registration Details	• Username • First and last name • Mobile phone number • Email address • Password Note: Notifications are sent using information in this section
Contact details	Option to add an alternate contact number
My NMIs	Add your National Metering Identifier (NMI) to complete self-meter reads, manage notification and update your dog details.
Manage Notifications	Subscribe/Unsubscribe for Planned Interruption notifications This service will be available once you have added a NMI.

To access My Profile

1. On the Self Service webpage click on **Login** and enter your **Username** and **Password**. If you are not a registered user of Self Service, you will need to set up your profile by clicking **Register Now** from the **Login** screen.

Welcome to Self Service

We're making it easier for you with our 24/7 online services.

We are committed to protecting your privacy. When you request a service from us, such as supply of electricity, we may collect information about you. Your information will be used and disclosed as set out in our [Privacy Statement](#).

Self-Meter Read

If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.

[SUBMIT YOUR SELF-METER READING](#)

Report a Problem

Faulty street light

Trees growing in powerlines

Graffiti/vandalism

Network damage

Login

Username

[Forgot username?](#)

Password

[Forgot password?](#)

[LOGIN](#)

Don't have an account? [Register now](#)

2. Once logged in, click on **Welcome** and select **My Profile**.

Welcome Victoria

My Profile

Alerts

Application Summary

Help

Sign out

3. Update any of the applicable areas on the **My Profile** screen.

My Profile

Registration Details

Username

First name

Last name

Email address

Mobile number

Note

Notifications are set up on the mobile number and/or email address shown above. To update this information, select UPDATE DETAILS/PASSWORD.

UPDATE DETAILS/PASSWORD

Having trouble updating your details? Check you are using the latest browser version or try a different browser.

Other Contact Details

Type

Mobile

Phone Number 

Note

Notifications are **not** sent to this phone number. Check the mobile number under Registration Details is correct. To update the mobile number, select UPDATE DETAILS/PASSWORD.

Are you the electricity account holder? (e.g. Is your name on the electricity bill?)

☒ Yes ☐ No

My NMIs

 [Add a NMI](#)

[Have a unique code?](#) 

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

Note: if your NMI has active dynamically connected solar & renewables equipment, you can view and update your Sep2 Details via clicking on your hyperlinked NMI record.

NMI	NMI nickname	Next scheduled  read date
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MANAGE NOTIFICATIONS

Note

Your electricity retailer has provided updated customer details. Please [Add a NMI](#) to access self-meter reads, manage notifications and update dog details.

Postal address

Country

AUSTRALIA

State

Queensland

Street Address

Postcode

Suburb

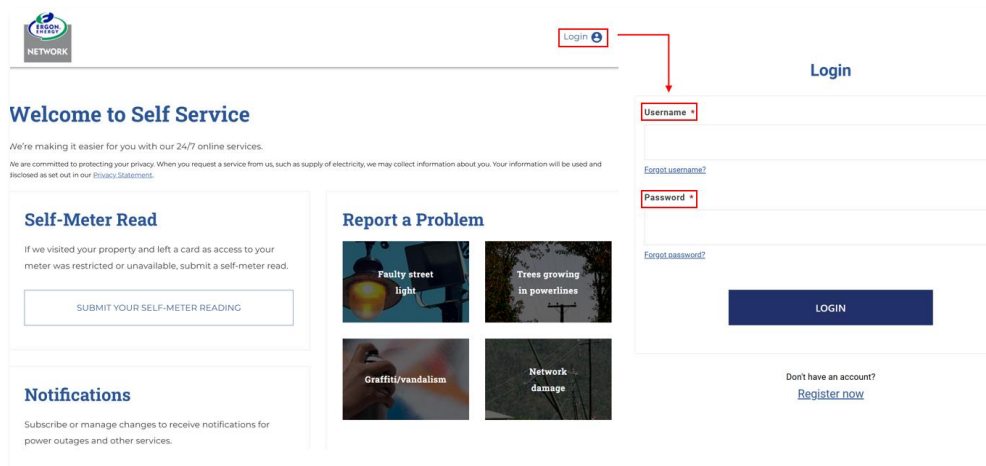
CANCEL

SAVE DETAILS

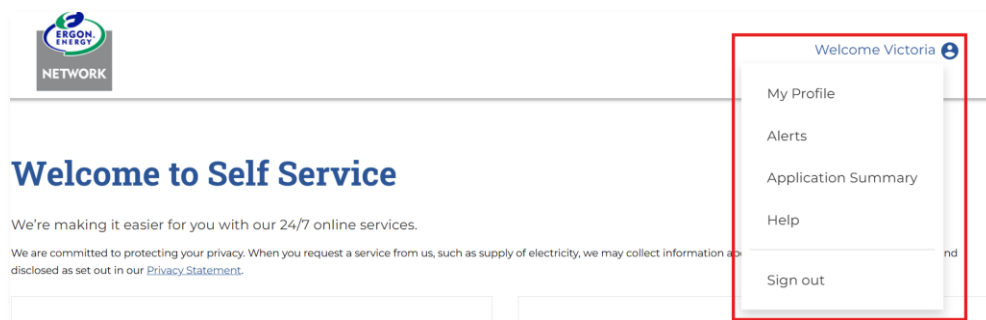
How to Add a NMI in My Profile

1. On the Self Service webpage click on **Login** and enter your **Username** and **Password**.

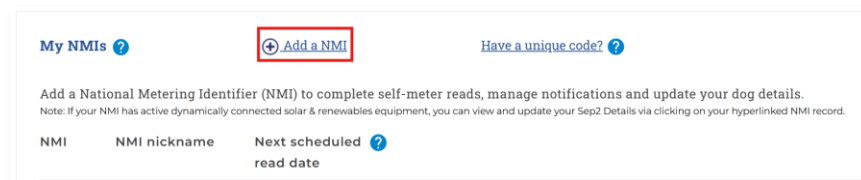
If you are not a registered user of Self Service, you will need to set up your profile by clicking **Register Now** from the **Login** screen.



2. Once logged in, click **Welcome** and select **My Profile** from the drop-down menu.



3. Scroll down to the **My NMIs** section and click on **Add a NMI**.



4. Complete the fields exactly as they appear on your latest electricity bill. Please use the blue help icons  for assistance.

Add a NMI

Close X

National Metering Identifier (NMI) Details and Verification

By adding a NMI to your profile you will be able to complete self-meter reads, manage notifications (including power outages) and update your dog details.

You will need to complete the below fields exactly as they appear on your latest electricity bill.

Name - exactly as it appears on bill * 

NMI * 

NMI nickname * 

Postal Address 

Address line 1 as it appears on bill *

Suburb *

State *

Queensland ▼

Postcode *

By submitting you:

- confirm and acknowledge that you have read and agree to our [\[Terms of Use\]](#) and [\[Privacy Statement\]](#);
- confirm that the information provided by you relates to you and your connection to our network; and
- consent to your personal information being collected, used and disclosed by Ergon Energy Network for the purpose of providing you with Customer Portal Services

Ergon Energy Network may disclose your information to third parties, as detailed in our [\[Privacy Statement\]](#). If you choose not to provide your personal information, you may not be able to register or access certain features of the customer portal. For more information, please refer to our [\[Privacy Statement\]](#).

SUBMIT

If the information entered does not match the customer details provided by your electricity retailer, you will have the option to complete the second validation screen.

Page 12 of 29

Add a NMI

Close X

National Metering Identifier (NMI) Details and Verification

By adding a NMI to your profile you will be able to complete self-meter reads, manage notifications (including power outages) and update your dog details.

You will need to complete the below fields exactly as they appear on your latest electricity bill.

NMI * ?

NMI nickname * ?

Meter number

Enter ANY meter number as it appears on bill * ?

By submitting you:

- confirm and acknowledge that you have read and agree to our [\[Terms of Use\]](#) and [\[Privacy Statement\]](#);
- confirm that the information provided by you relates to you and your connection to our network; and
- consent to your personal information being collected, used and disclosed by Ergon Energy Network for the purpose of providing you with Customer Portal Services

Ergon Energy Network may disclose your information to third parties, as detailed in our [\[Privacy Statement\]](#). If you choose not to provide your personal information, you may not be able to register or access certain features of the customer portal. For more information, please refer to our [\[Privacy Statement\]](#).

SUBMIT

- Once your NMI/address is added successfully, it will appear under **My NMIs**. You can add as many NMIs as required.

My NMIs ?

+ Add a NMI

Have a unique code? ?

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

NMI	NMI nickname	Next scheduled read date ?	
***1234	My place	Jul 8	Change nickname View meter details Update dog details Delete

MANAGE NOTIFICATIONS

Subscribing for Notifications

Once you have registered to Self Service, you can add your National Metering Identifier (NMI)/address in **My Profile** to access notifications.

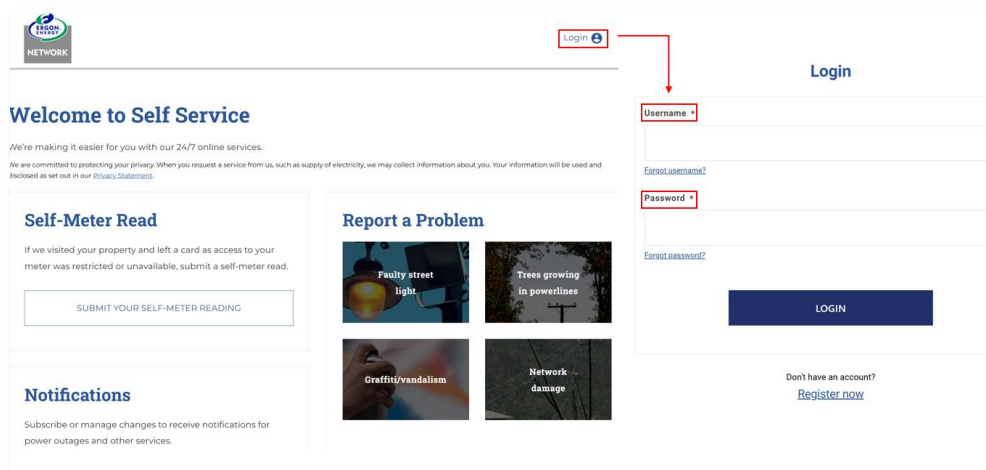
Once added, **Manage Notifications** will be available for you to subscribe to receive the following notifications:

- **Planned Outages** – You'll receive notifications prior to the planned outage, the morning of the outage and if it's cancelled.

You can find out more on notifications at [Manage notifications | Ergon Energy](#).

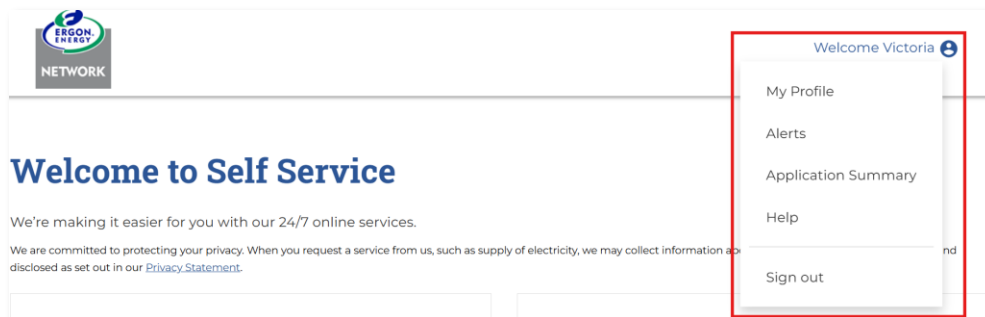
How to subscribe/unsubscribe for notifications

1. On the Self Service webpage click on **Login** and enter your **Username** and **Password**. If you are not a registered user of Self Service, you will need to set up your profile by clicking **Register Now** from the **Login** screen.

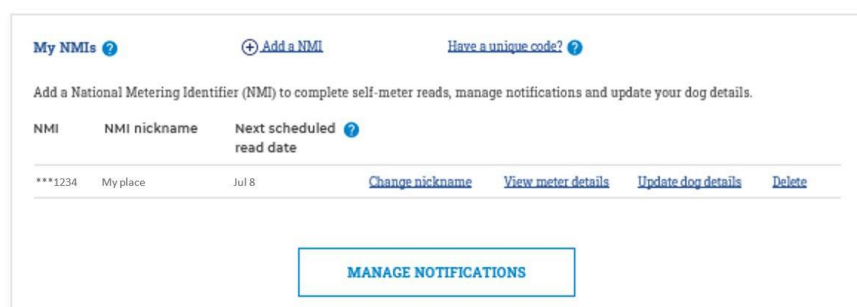


The screenshot shows the Ergon Energy Self Service website. At the top left is the Ergon Energy Network logo. Below it, the text 'Welcome to Self Service' is displayed, followed by a small privacy notice. The main content area is divided into three sections: 'Self-Meter Read' with a 'SUBMIT YOUR SELF-METER READING' button, 'Report a Problem' with four image-based links ('Faulty street light', 'Trees growing in powerlines', 'Graffiti/vandalism', 'Network damage'), and 'Notifications' with a link to 'Subscribe or manage changes to receive notifications for power outages and other services.' On the right side, there is a 'Login' section. A red box highlights the 'Login' link at the top, with a red arrow pointing to the 'Username' input field. Below the 'Username' field is a 'Forgot username?' link. Below the 'Password' field is a 'Forgot password?' link. A blue 'LOGIN' button is at the bottom of the login section. At the very bottom of the login section, there is a link for 'Don't have an account? Register now'.

2. Once logged in, click on **Welcome** and select **My Profile** from the drop-down menu.



3. Scroll down to the **My NMIs section and click on **Add a NMI**.**



- 4. Refer to **Add a NMI** section for instructions on adding an NMI to your **My Profile**.**
- 5. Once a NMI/address has been added, you can now click on **Manage Notifications**.** You can subscribe or unsubscribe for notifications on the listed services by checking or unchecking the notification options to suit your preferences.
 - You can check and uncheck the notification options at any time to suit your preferences.
 - You can choose to receive notifications between 07:00 AM – 07:00 PM or 24/7, SMS and/or email.
 - Notifications will be sent to the mobile number and/or email address you have added within your **My Profile**.

Please note

While we make best endeavours to provide you with accurate and timely information, due to technical and system limitations, there could be times that delayed, inaccurate or multiple notifications are sent. If this is not your preference, please unsubscribe any time via Customer Self Service.

Manage Notifications

Close X

Notification Details

Subscribe or unsubscribe for notifications on the services below.

The information you provided in My Profile is used to set up your notifications. Check the email address and contact number are correct. You can update these details in [My Profile](#).

Email address	joeitizen@fakemail.com.au
Mobile number	0400 000 000

My Notifications

Check or uncheck the options below to suit to your preferences.

Please note emergency response may affect the accuracy and frequency of outage notifications.

NMI	***2726	Nmi nickname	Home
Notification hours	☐ 7am-7pm	☒ 24/7	
Notification type	☐ Email	☒ SMS	
Notification options	☒ Planned outages ?	☒ Unplanned outages ?	
	☐ Meter read (if dog onsite) ?	☒ Our crews are on their way ?	

Can't find the NMI you are looking for? [Add a NMI](#) using the information on your latest electricity bill.

For more information about notifications, visit our [Manage Notifications](#) webpage.

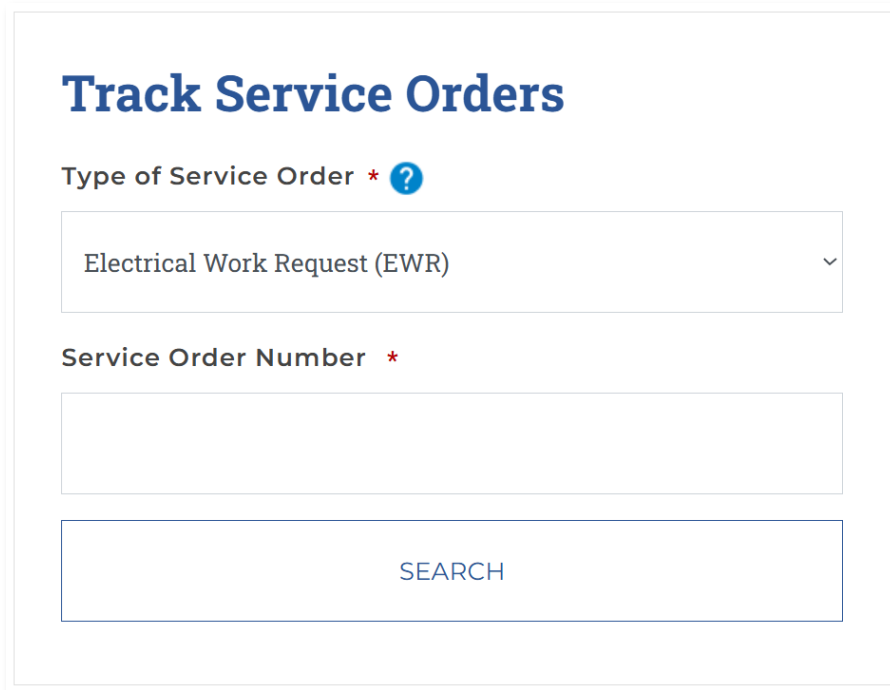
SAVE

Searching 'Track Service Orders'

Using **Track Service Orders** you can search and stay up to date on the status of a:

- Electrical Work Request (EWR)
- Connection Agreement (CX)
- General Customer Service Request (PTJ)
- Retailer Service Order (B2B)

1. From the Self Service webpage, scroll down to **Track Service Orders**.



Track Service Orders

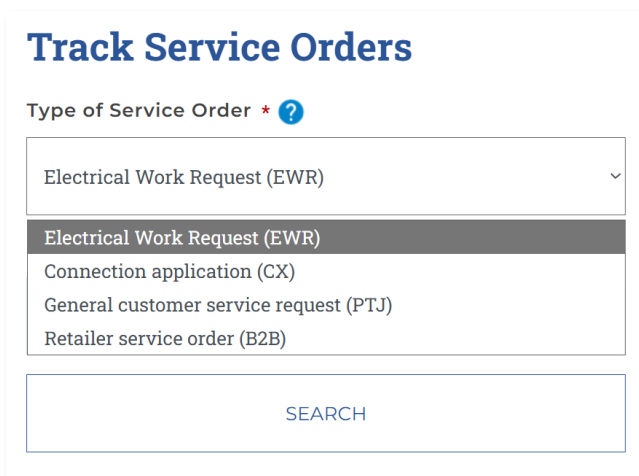
Type of Service Order * ?

Electrical Work Request (EWR) ▼

Service Order Number *

SEARCH

2. Select the relevant Service Order from the **Type of Service Order** drop down.



Track Service Orders

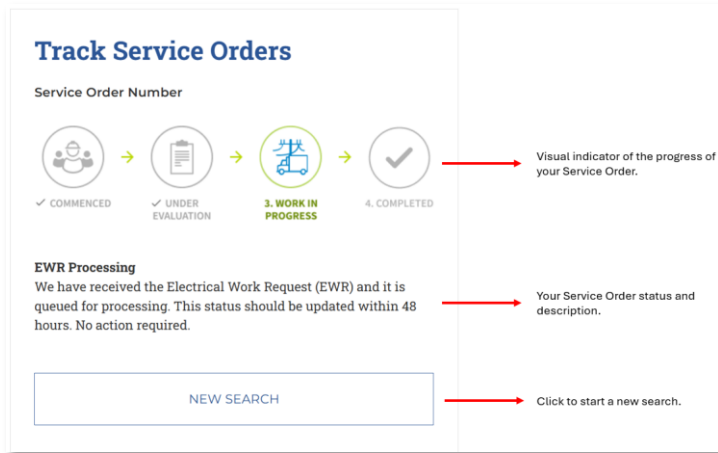
Type of Service Order * ?

Electrical Work Request (EWR) ▼

- Electrical Work Request (EWR)
- Connection application (CX)
- General customer service request (PTJ)
- Retailer service order (B2B)

SEARCH

3. Enter your **Service Order Number** and select **Search**.
4. Your **Service Order Number** status will then display.



Submitting a Self-Meter Read

If we visited your property and left a card as access to your meter was restricted or unavailable, you can submit a self-meter read via Self Service.

You will need to go to **My Profile** and add a NMI/address before you can access this service.

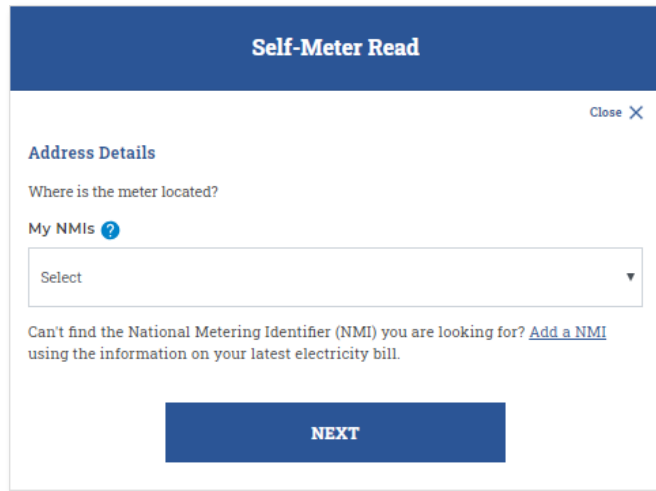
1. Once you have added your NMI/address in **My NMIs** under the **My Profile** section of Self Service you can complete your self-meter read online.
2. On the Self Service webpage, select **Submit your Self-Meter Reading**.

Self-Meter Read

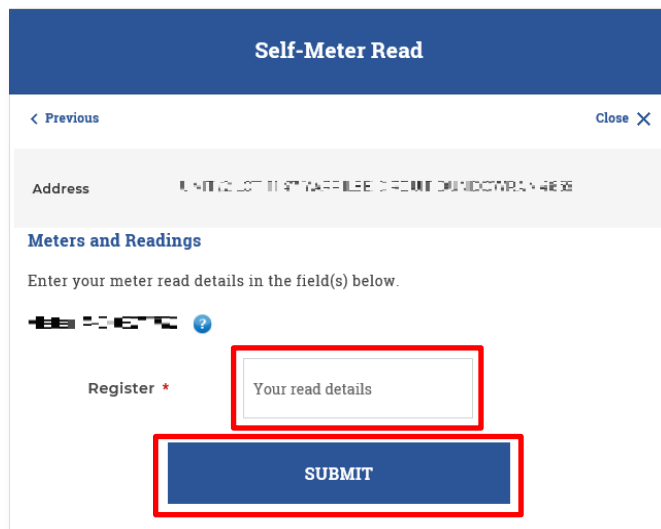
If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.

SUBMIT YOUR SELF-METER READING

3. Select the applicable address for the self-meter read from the drop down.

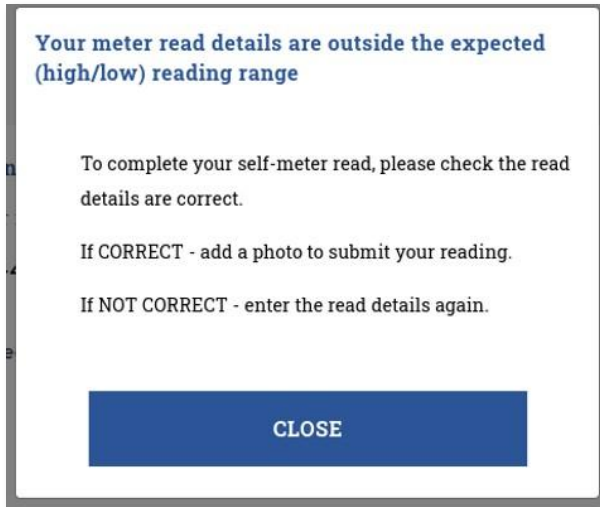


4. Enter the reading for each meter register and select **Submit**.



Some addresses may have more than one register – **all registers must be completed before clicking on Submit.**

5. If you receive the below message, your readings are outside the expected high or low reading ranges and you will need to attach a photo or re-enter your readings before submitting.



6. To add a photo, click on the camera icon and upload a photo.

A screenshot of a web form titled "Self-Meter Read" in a blue header. Below the header is a navigation bar with "< Previous" on the left and "Close X" on the right. The form has a light grey section for "Address" with the value "TOWNSVILLE 4810". Below this is a section titled "Meters and Readings" with the instruction "Enter your meter read details in the field(s) below." It shows "Meter 0-000001" with a blue question mark icon. There is a "Register *" label next to a text input field containing "22222". Below the input field is a red warning message: "Your meter reading is higher than expected". Under the warning is a camera icon and the text "Add a photo of the reading to continue". At the bottom is a blue "SUBMIT" button.

7. Once submitted, you will receive of the following messages:

Self-Meter Read

✓

Your meter read(s) has been submitted and if successfully validated will be sent to your retailer.

Acceptance of your self-meter read is at your retailer's discretion.

BACK TO SELF SERVICE

Self-Meter Read

✓

Your meter read details are outside the expected (high/low) reading range and have been submitted for further investigation.

If successfully validated, your meter read(s) will be sent to your retailer. Acceptance of your self-meter read is at your retailer's discretion.

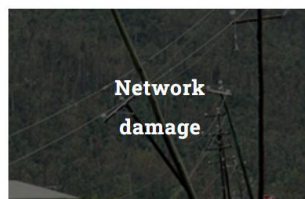
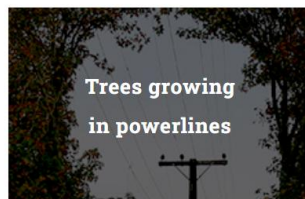
BACK TO SELF SERVICE

Report a Problem

You can report the following problems on Self Service:

- Faulty street lights
- Trees growing in powerlines
- Graffiti and vandalism (on Ergon Energy assets)

Report a Problem



Network Damage

Call us immediately to report!

If you have seen any network damage, call us immediately to make your report. If your report is life-threatening, please call triple Zero (000).

Call us to report:

Fallen powerlines, shocks or tingles 13 16 70

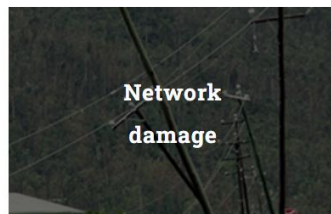
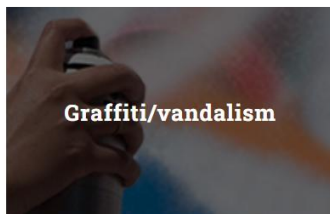
All other damage reports 13 22 96

If your report is life-threatening, please call triple Zero (000).

Faulty Street Lights

1. From **Report a Problem** select **Faulty Street light**.

Report a Problem



2. Select the applicable option from the list of problems you can report.

Faulty Street Light

Close X

What is the problem?

CAR HIT STREET LIGHT

DIRTY, BROKEN OR DAMAGED LIGHTS

FLICKERING OR STREET LIGHTS OUT

LIGHTS ON 24 HOURS A DAY

STREET LIGHT POLE DAMAGED/LEANING

STREET LIGHT WIRES EXPOSED

OTHER

3. Enter the address closest to the faulty street light and select **Search**.

Faulty Street Light

< Previous

Close X

Location

What is the closest address to this problem?
We need to confirm the location before you can provide more information (e.g. pole number).

Search

Address

Street no.

Unit no.

Lot no.

Street name/Suburb/Postcode *
e.g. FLINDERS ST TOWNSVILLE

Use current location

SEARCH

You can also select **Use current location** to use the closest location to complete address details.

4. Complete the remaining screens by answering questions applicable to the incident.
5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.



Trees Growing in Powerlines

1. From **Report a Problem** select **Trees growing in Powerlines**.



2. Select the applicable option from the list of problems you can report.

Trees in Powerlines

Close X

What is the problem?

TREES CAUSING POWERLINES TO BOW

TREES FALLEN ON POWERLINES

TREES GROWING IN POWERLINES

Call us to report:

Fallen powerlines, shocks or tingles 13 16 70

All other damage reports 13 22 93

If your report is life-threatening, please call triple Zero (000).

3. Enter your address and select **Search**.

Trees in Powerlines

< Previous Close X

Location

What is the closest address to this problem?
We need to confirm the location before you can provide more information (e.g. pole number).

Search

Address

Street no.

Unit no.

Lot no.

Street name/Suburb/Postcode *

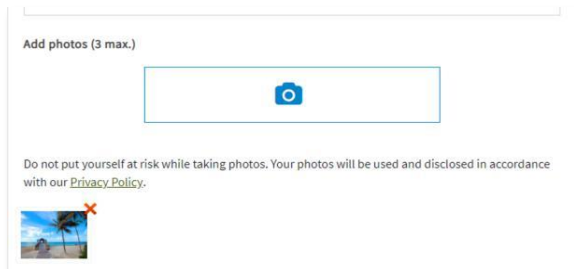
e.g. FLINDERS ST TOWNSVILLE

Use current location

SEARCH

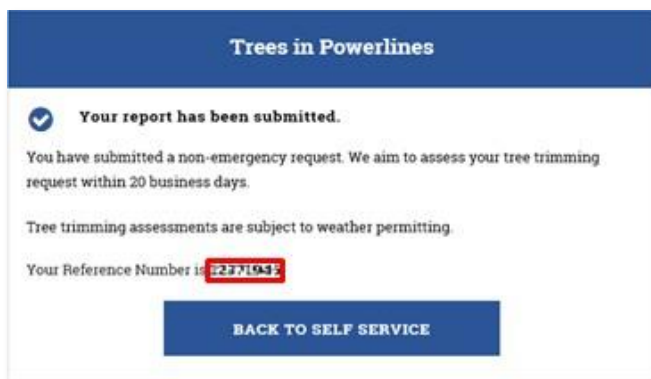
You can also select **Use current location** to use the closest location to complete the address details.

4. Complete the remaining screens by answering the questions applicable to the incident.
You **MUST** attach one or more photos to your **Trees in Powerlines** report.



The screenshot shows a form titled 'Add photos (3 max.)'. Below the title is a large rectangular button with a camera icon. Below the button, there is a line of text: 'Do not put yourself at risk while taking photos. Your photos will be used and disclosed in accordance with our [Privacy Policy](#).' Below this text is a small thumbnail image of a palm tree with a red 'X' over it, indicating a failed upload attempt.

5. Once submitted you will see a message confirming your report has been submitted with a reference number.

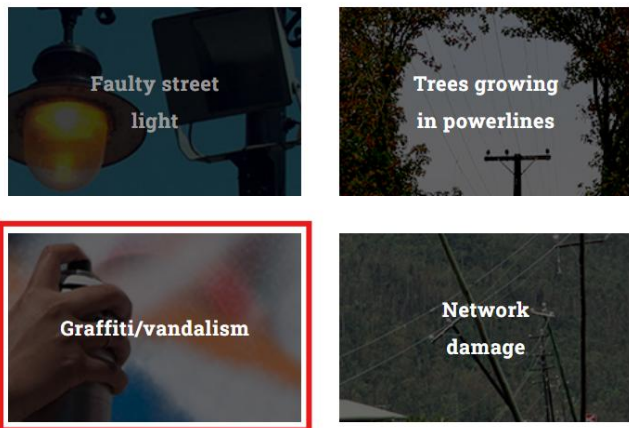


The screenshot shows a confirmation message titled 'Trees in Powerlines'. The message includes a checkmark icon and the text: 'Your report has been submitted.' Below this, it says: 'You have submitted a non-emergency request. We aim to assess your tree trimming request within 20 business days.' It also states: 'Tree trimming assessments are subject to weather permitting.' At the bottom, it says: 'Your Reference Number is: 12371931' (the number is highlighted in a red box). Below the reference number is a blue button labeled 'BACK TO SELF SERVICE'.

Graffiti/Vandalism

1. From **Report a Problem** select **Graffiti/Vandalism**.

Report a Problem



2. Select the appropriate applicable option from the list of problems you can report.

Graffiti/Vandalism

Close X

Where did you see the graffiti/vandalism?

ERGON BUILDING

ERGON EQUIPMENT ON PUBLIC PROPERTY

ERGON EQUIPMENT ON PRIVATE PROPERTY

OTHER

3. Enter your address and select **Search**.

Graffiti/Vandalism

< Previous
Close X

Location

What is the closest address to this problem?
We need to confirm the location before you can provide more information (e.g. pole number).

Search

Address ▾

Street no.

Unit no.

Lot no.

Street name/Suburb/Postcode *

e.g. FLINDERS ST TOWNSVILLE

[Use current location](#)

SEARCH

You can also select **Use current location** to use the closest location to complete address details.

4. Complete the remaining screens by answering the applicable questions to the incident.
5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.

Graffiti/Vandalism

Your report has been submitted.

We aim to remove any graffiti and vandalism within 5 – 7 business days. If a major removal is required these damages will be assessed on a case-by-case basis.

Graffiti removal is subject to weather permitting.

Your Reference Number is 150,361

BACK TO SELF SERVICE

Connection Enquiry or Application

For your convenience, links are available online via Self Service for you to enquire about or apply for a connection.

Connection Application

Submit a Connection Application to connect a new premises to Ergon Energy's distribution network or to make an alteration to an existing connection (including solar, micro-embedded or embedded generators).

[ENQUIRE NOW](#)[APPLY NOW](#)

Make a Claim

For your convenience, links are available online via Self Service for you to submit a claim for loss or damage.

Make a Claim

Submit a claim application for loss or damage.

[SUBMIT A CLAIM](#)