

# Electrical Partners Portal

## Electrical Work Request (EWR) User Guide – March 2021



**NETWORK**



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# How to submit a new EWR

This user guide can be used for EWR's that are submitted on a desktop, laptop, tablet or smartphone.

Users with an ESO Licensed Electrical Contractor Number can submit EWRs in our Electrical Partners Portal.

**NOTE:** To complete the EWR submission, the premises must have a **National Metering Identifier (NMI)** and in some cases a **CONNECT Application** is required. This is explained further on **page 25 below**.

## IMPORTANT

If you haven't yet registered for the Electrical Partners Portal follow the instructions in our [How to Register User Guide](#).

Your **MyHome** screen will show you a summary of all your EWRs, Form 3s and CONNECT Applications.

To submit a new EWR, you can choose to click on **New** from the MyEWR menu or use the EWR Power User or EWR Quick Links. The User Links are designed to automatically populate the work request categories in your EWR.

The screenshot shows the 'Perimeter UAT Environment' interface. At the top, there is a navigation bar with the ERGON ENERGY logo and a 'NETWORK' tab. The main navigation menu includes 'MyHome', 'MyProfile', 'MyEWR', 'MyENQUIRY', 'MyCONNECT', 'MyCLAIM', 'Links', and 'Support'. A search bar is located to the right of the navigation menu. The 'MyEWR' menu is expanded, showing options: 'New', 'Search', 'Saved', and 'Form 3 (incomplete)'. Below the navigation, there is a 'New Alerts' section with the message 'You currently have no new alerts.' and a 'View All' button. The 'EWR' section is highlighted with a red box. It contains a search bar with the text 'Know what you need?' and a dropdown menu showing 'EWR Power User Links'. Below this, there is a list of EWR categories under 'Connection / Supply', 'Metering', 'Embedded Generation (Including Solar)', and 'Rectify a Form 3'. To the right of the EWR categories, there is a 'EWR Quick Links' section with a list of links: 'New Permanent Supply', 'Solar Install <30Kw', 'New Temporary Builder's Supply', 'Add Meter ( H/W or Control Load)', and 'Form 3 Faults Rectified'. Below the quick links, there is a table showing the number of requests and their status:

Count	Status	Count
15	Awaiting Retailer Requests	3
12	Form 3 (Complete) < 60 Days	0

At the bottom of the EWR section, there are two buttons: 'View Recent' and 'View All'.

## Type of Request

You will see the New Electrical Work Request screen. Below are the different options you can choose:

1. Select a **Category** from the drop-down options.
2. Depending on what **Category** you select, you may need to select sub-fields of **Action**.
3. You may then be able to select “**Additional/Secondary Services**”

**New Electrical Work Request**

Work Request Premise Search Service Metering Customer Notifications Contractor Connect Linking

**Type of Request**

Please select your request type from the following options... ?

**Category**

Connection / Supply

**Action**

Overhead Point of Attachment Relocation (Incl Drop and re-erect of service)

**Ready for Test Date**

23/03/2021

(DD/MM/YYYY within next 3 months)

**Important!**

The following secondary services are available to be completed with your Primary Action. Once Ergon Energy has validated the request, the selected Retailer will be notified, and you will receive an email to let you know how responsibility to complete the required work has been separated between Ergon Energy and the Metering Provider (where applicable).

Do you need to add one or more of the following services to this request?

- Add Meter ( H/W or Control Load) ?
- Add appliance to existing controlled load meter ?
- Exchange Meter ?
- Remove Meter (incl. H/W or Control Load) ?
- Drop and Re-erect Service ?
- Move Meter ?

Previous Next

Enter the **Ready for Test Date** by selecting a date from the calendar. If the date entered is greater than 3 months away, you will receive a message asking if you wish to continue. If the date is correct select **Yes**.

**Ready for Test Date**

23/03/2021

Mar 2021

SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## Premises/Address Search

To locate the correct premises, you can search by the following:

**Search by**

Address ▼

Address

NMI

Meter Number

Lot and Plan

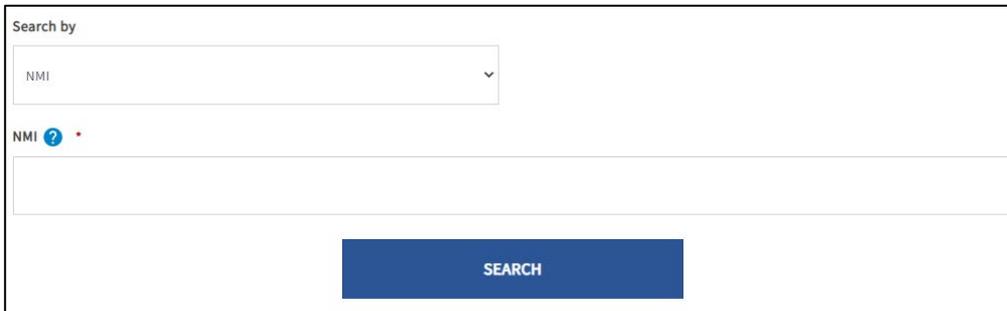
The address will have a NMI status and Connection type when you search it. It could be any of the below:

NMI Status	Definition
<b>NEVER CONNECTED</b>	The NMI has not yet been published to the National Electricity Market and has not been connected.
<b>GREENFIELD</b>	The NMI has been published to the National Electricity Market but has not yet been Connected.
<b>ACTIVE</b>	The NMI has been connected to the electricity network.
<b>DE-ENERGISED</b>	The NMI has been temporarily disconnected from the network. EWRs can still be submitted on these NMIs.
<b>EXTINCT</b>	The NMI has been permanently disconnected from the network and all Ergon Energy and metering assets have been removed. EWRs cannot be submitted on these NMIs.

Connection Type	Definition
<b>PERMAN</b>	Permanent Supply
<b>TEMPOR</b>	Builder's Temporary Supply
<b>UNMTSU</b>	Un-Metered Supply
<b>CMTY</b>	Community Supply
<b>LIGTNG</b>	Lighting – public or streetlight supply
<b>MULCON</b>	Multi Connection – can be listed for units
<b>OTHER</b>	Can be used if Connection Type is Unknown

## Search by NMI

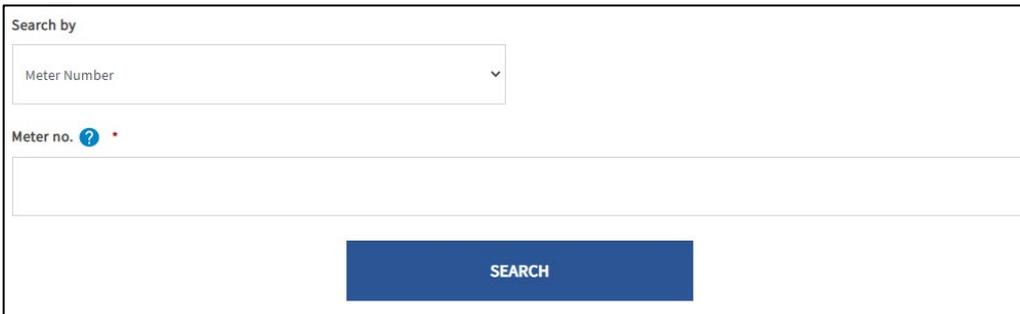
The NMI is a 10 or 11 digit number that identifies the premises and is usually found on the front of a customer's electricity bill. Select the **NMI** drop down, enter the customer's **NMI** and click **Search**.



The screenshot shows a search form with a 'Search by' dropdown menu set to 'NMI'. Below the dropdown is a text input field for the NMI number. A blue 'SEARCH' button is positioned at the bottom center of the form.

## Search by Meter Number

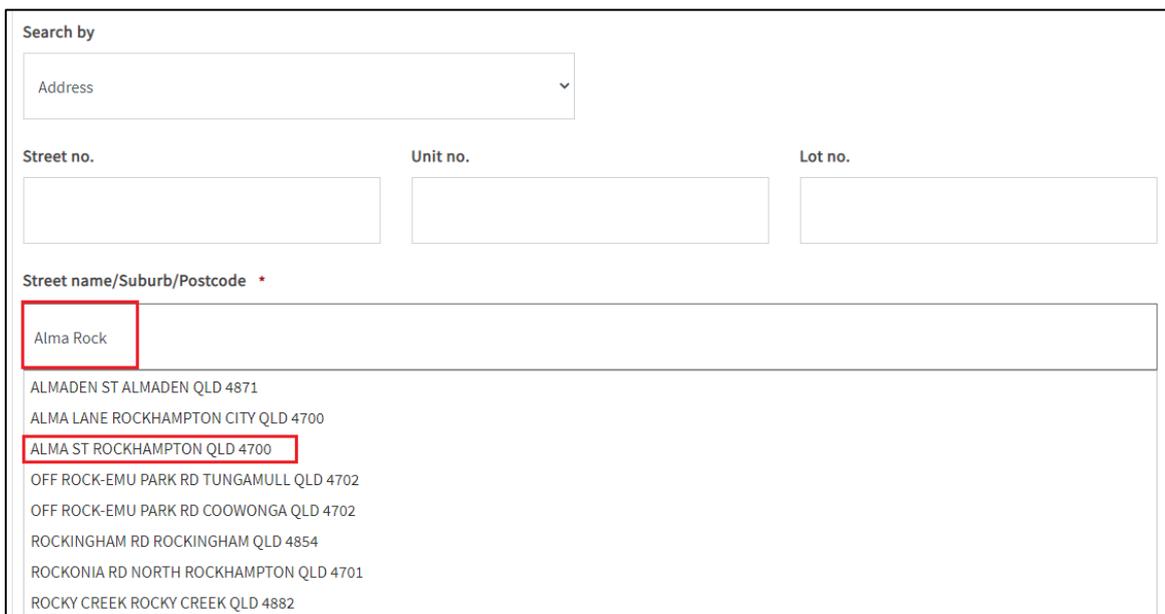
You can search for a premises by entering the meter number. Select the **Meter Number** drop down, enter the **meter number** and click **Search**.



The screenshot shows a search form with a 'Search by' dropdown menu set to 'Meter Number'. Below the dropdown is a text input field for the meter number. A blue 'SEARCH' button is positioned at the bottom center of the form.

## Search by Address

You can search by address by entering as much information as you have on the premises. You can search by **street, suburb or postcode** and refine the search by adding the **street type, lot or unit number**. Then **select** the correct address from the list.



The screenshot shows a search form with a 'Search by' dropdown menu set to 'Address'. Below the dropdown are three input fields for 'Street no.', 'Unit no.', and 'Lot no.'. A 'Street name/Suburb/Postcode' field is also present, with a dropdown menu open showing a list of addresses. The address 'ALMA ST ROCKHAMPTON QLD 4700' is highlighted with a red box.

Street no.	Unit no.	Lot no.
<input type="text"/>	<input type="text"/>	<input type="text"/>

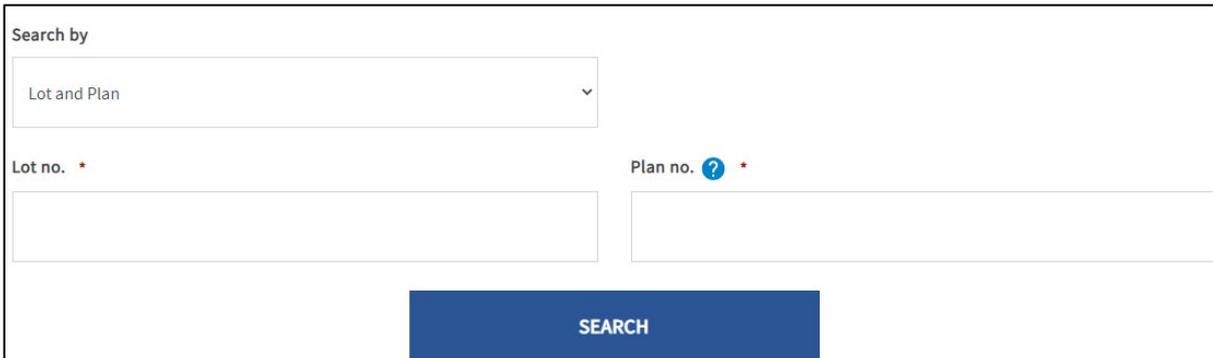
Street name/Suburb/Postcode

- Alma Rock
- ALMADEN ST ALMADEN QLD 4871
- ALMA LANE ROCKHAMPTON CITY QLD 4700
- ALMA ST ROCKHAMPTON QLD 4700
- OFF ROCK-EMU PARK RD TUNGAMULL QLD 4702
- OFF ROCK-EMU PARK RD COOWONGA QLD 4702
- ROCKINGHAM RD ROCKINGHAM QLD 4854
- ROCKONIA RD NORTH ROCKHAMPTON QLD 4701
- ROCKY CREEK ROCKY CREEK QLD 4882

## Search by Lot and Plan

You can search for a premises by entering the Lot Number and Plan Number - both must be entered to return search results. You can enter the plan number with or without the characters at the beginning. For example, you can enter in 12345 or RP 12345.

Click on the **Lot and Plan link**. Enter the **Lot Number** and **Plan Number** and click **Search**.



The screenshot shows a search interface with the following elements:

- A "Search by" dropdown menu currently set to "Lot and Plan".
- Two input fields: "Lot no. \*" and "Plan no. ? \*".
- A blue "SEARCH" button at the bottom center.

## Can't find the premises?

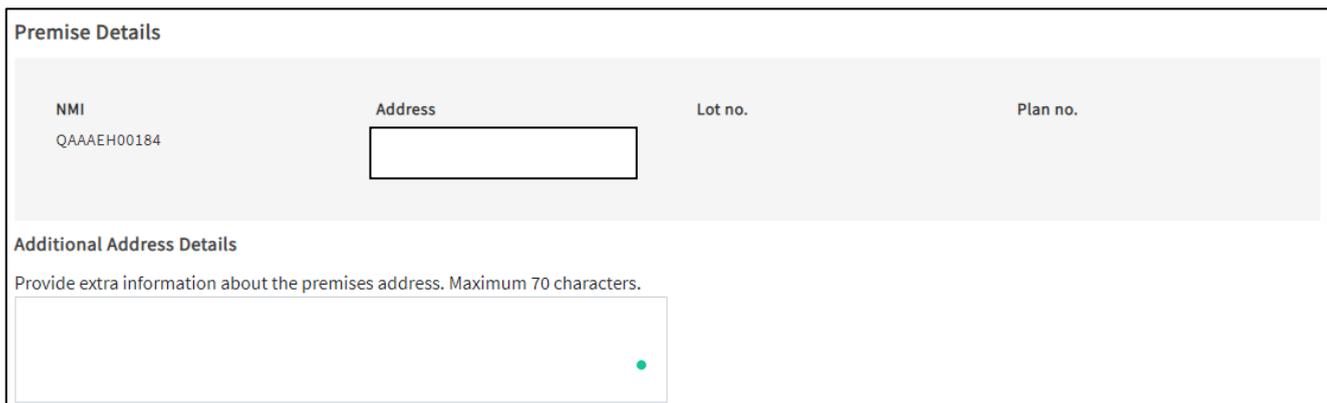
If you cannot find the premises in the Portal, this means it's probably a **new connection**. A CONNECT Application needs to be completed, refer to the [CONNECT Application User Guide](#).

If it's not a new connection, call us on 13 74 66.

## Premises Details

Once the address has been selected from Premises/Address Search area, the premise details will automatically populate.

- Enter in any information to help locate the premises.
- A maximum 70 characters can be entered.



The screenshot shows the "Premise Details" form with the following structure:

NMI	Address	Lot no.	Plan no.
QAAAEH00184	<input type="text"/>		

Below the table is a section titled "Additional Address Details" with the instruction: "Provide extra information about the premises address. Maximum 70 characters." This section contains a large text input area with a green dot at the bottom right.

## Service Details

Check and complete all fields for Service Details.

- Number of Phases/Maximum Demand (amps/phase)
- Cable Size
- Supply Type
- Property Pole
- Traffic Control Requirements

### New Electrical Work Request

Work Request   Premise Search   **Service**   Metering   Customer   Notifications   Contractor   Connect Linking

#### Service Details

Total No. of Phases Required ?

1    2    3

Max Demand (Amps/Phase) ?

Cable Size (mm<sup>2</sup>)

If the network supply to the premises is not adequate for your work request you MUST create a NECF Connect application through the New Connect menu option.

Your work request will not be actioned until the network can supply the power / phases you require.

Pole/Pillar No.

Supply Type

Overhead    Underground

Property Pole

Yes    No

Do you anticipate traffic control will be required to carry out request? ?

Yes    No

#### Request Information

If this request is for a multiple-occupancy premises, how many requests will be submitted? ?

**! Important!**

Unit connections may require an appointment, if this is the case Ergon Energy will contact you.

If this is a bulk metered site please respond with '1' to the number of requests required at this point.

## Metering Details

- Select if the meter and switchboard location is Inside or Outside. This will help us identify if an appointment is required.
- Select the Metering Required option from the drop-down list. If you select Other, you will receive an additional field to enter in the metering details.
- Click on the Select Tariff Code(s) button and then select the applicable tariff from the Network Tariff list and scroll down to select okay.

### New Electrical Work Request

Work Request   Premise Search   Service   **Metering**   Customer   Notifications   Contractor   Connect Linking

#### Metering Details

**Meter Location** ?

Outside    Inside

Is the Meter or Switchboard location changing as part of this work?

Yes    No

**Main Switchboard Location** ?

Outside    Inside

**Direction to access main switchboard**

Provide extra information about the location of the main switchboard. Maximum 40 characters.

#### Metering Required

Whole Current (<= 80 Amps) ▾

Please Select...

- Whole Current (<= 80 Amps)
- Current Transformer CT (> 80 Amps)
- Time of Use
- Embedded Generation (net)
- Embedded Generation (gross)
- Other

### Network Tariffs Required

**SELECT TARIFF CODE(S)**

<input type="checkbox"/>	<b>NTC</b> RTDEM
	<b>Description</b> Residential Transitional Demand
	<b>Equivalent Retail Tariff</b> 14A

## Controlled Load Appliances

When selecting a controlled load you will be required to identify what appliance/s will be connected to it.

**Controlled Load Appliances**

You have selected a controlled load tariff, please identify the appliance(s) which will be connected.

**Tariff: VC**

<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> Dishwasher
<input type="checkbox"/> Hot Water	<input type="checkbox"/> Swimming Pool
<input type="checkbox"/> Spa Pool	<input type="checkbox"/> Washing Machine
<input type="checkbox"/> Other	

**Is the appliance connected to the controlled load multi-phased?**

Yes  No

**Are any of these appliances inside a building or require the customer onsite for access?**

Yes  No

**Is a two element meter required?**

Yes  No

## Retailer Details

The Retailer Details are specific to the premises you have selected and will read from our system.

### Known Retailer

If our system acknowledges that there is a Retailer for the selected premises you will see the following message:

**“Do you want to use the current retailer Ergon has for this premises?”**

- Yes** – This will use the existing Retailer in our system

**Retailer Details**

Do you want to use the current retailer Ergon has for this premises?

Yes  No

- No** – You will be required to select the Retailer from the drop-down list provided

Do you want to use the current retailer Ergon has for this premises?

Yes  No

**Retailer Name**

Please Select... ▼

- Please Select...
- AGL Sales Pty Limited
- Alinta Energy Retail Sales PtyLtd
- Aurora Energy Pty Ltd
- Barcaldine Remote Community Solar Farm
- Blue NRG
- Braemar Power Project Pty Ltd
- Bright Spark Power Pty Limited

## Unknown Retailer

If our system does not acknowledge that there is a Retailer for the selected premises, you will see the following message:

“This premises has no associated retailer recorded”

You will need to select a Retailer Name from the drop-down list provided.

## Customer Details

Select either a Business or Domestic customer. The information to be completed will change based on your selection

**Customer Details**

Business       Individual

**First Name**

  
**Last Name**

**Mobile Phone No. ?**

**Home Phone No. ?**

**Work Phone No. ?**

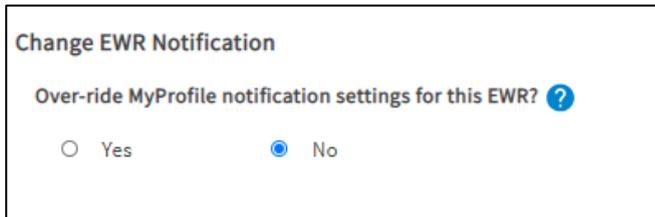
**Customer's Email**

**Postal Address**

## Change EWR Notification

You have **default** EWR notifications in your **MyProfile** screen that are applied to **all** of your EWRs. However, you can **override** the default settings for **individual** EWRs if you wish.

Under Change EWR Notification select **Yes**.



Change EWR Notification

Over-ride MyProfile notification settings for this EWR? ?

Yes  No

## Attachments

You can add attachments to your EWR by clicking the “Add Attachments” button



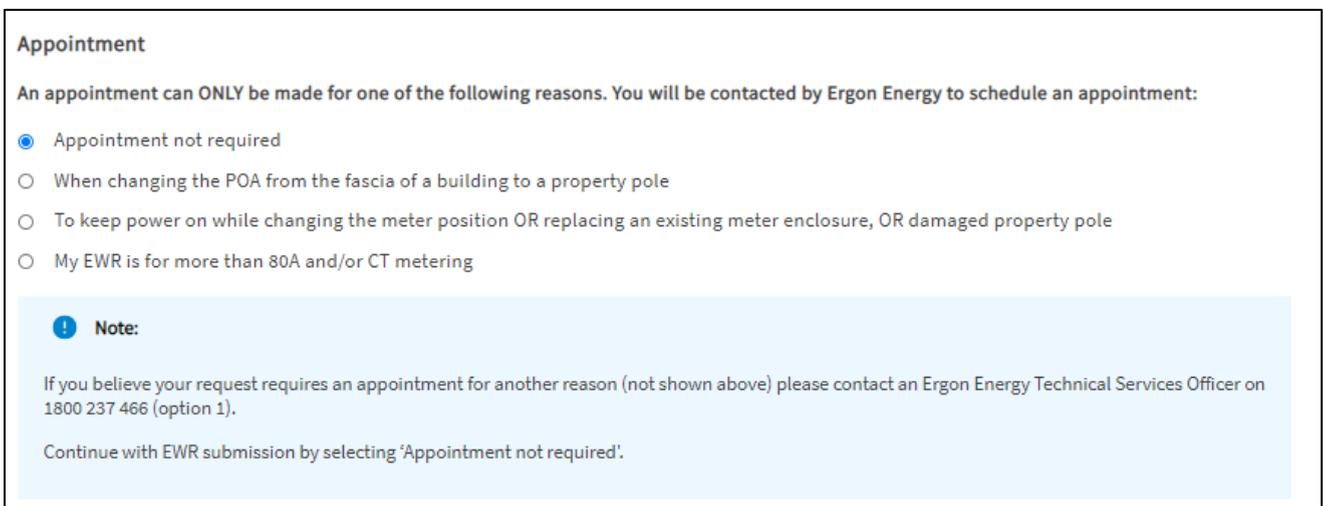
Attachments

You currently have no attachments.

ADD ATTACHMENTS

## Appointments

An appointment can be requested for a limited of reasons. This field will default to Appointment not required. If you require an appointment for a reason not listed, contact the Technical Service Officer on the listed phone number in the portal.



Appointment

An appointment can ONLY be made for one of the following reasons. You will be contacted by Ergon Energy to schedule an appointment:

- Appointment not required
- When changing the POA from the fascia of a building to a property pole
- To keep power on while changing the meter position OR replacing an existing meter enclosure, OR damaged property pole
- My EWR is for more than 80A and/or CT metering

**Note:**

If you believe your request requires an appointment for another reason (not shown above) please contact an Ergon Energy Technical Services Officer on 1800 237 466 (option 1).

Continue with EWR submission by selecting 'Appointment not required'.

## Contractor Details

### Subscribed to One Group

If you are only subscribed to one Group (for example, you only work for one business) the Electrical Contractor License Number will automatically default to that Group in Contractor Details.

Contractor Details

EC Licence No.

EC Business Name

Job Contact Name

Job Contact Phone No. for Enquiries

To speed processing time, please enter your mobile phone number rather than an office or a land line number.

Contractor's Email Address

### Subscribed to More than One Group

If you have subscribed to more than one Group (for example, you work for more than one business) you will need to select which business you wish to submit your EWR under.

- Select the correct Group from the drop-down list that you wish to submit the EWR

Contractor Details

EC Licence No.

# EWR Submission

You will need to tick the box I accept all terms and conditions before you Submit the EWR. This will apply for all EWR submissions.

**Electrical Safety Regulation 2013**  
I certify that I am authorised under the Electrical Safety Act 2002 to perform electrical work and connect the installation on which I perform electrical work to a source of electricity. I state that the electrical installation will be completed in accordance with the requirements of the Electrical Safety Regulation 2013 (Qld) and that the electrical installation will be electrically safe and ready for connection by date nominated. I acknowledge that any circuit or equipment able to be energised but operating a switch or circuit protective device will have been tested and is electrically safe, and any outgoing circuits that are connected must be tested.

**Customer Privacy**  
The personal information of a customer is confidential and can only be disclosed by Ergon to a Retailer selected by the customer if express permission is provided by the customer. Please confirm the customer agrees to have their personal information disclosed to their selected Retailer.

I accept all terms and conditions.

Once you have completed all the fields in the EWR correctly you will be taken to a confirmation screen to confirm if a Connect is required or not. If it is, you will need to choose if you want to create new or select existing:

**This EWR requires a CONNECT**

To complete this EWR submission an accepted Network Connection Contract (CONNECT) is required.

Please choose from one of the following:

- Create a new CONNECT contract ?
- Select an existing CONNECT contract ?

Once the CONNECT is completed, you will need to retrieve this saved EWR and complete.

**This EWR requires a CONNECT**

To complete this EWR submission an accepted Network Connection Contract (CONNECT) is required.

Please choose from one of the following:

- Create a new CONNECT contract ?
- Select an existing CONNECT contract ?

Reference Number	Created By Group	Service Type
<input type="text"/>	<input type="text"/>	Addition or Alteration to an Existing Connection
Submitted 24/03/2021	Accepted 24/03/2021	

Once you have chosen a Connect to link to, then you can click "Submit":

**The EWR has been submitted.**

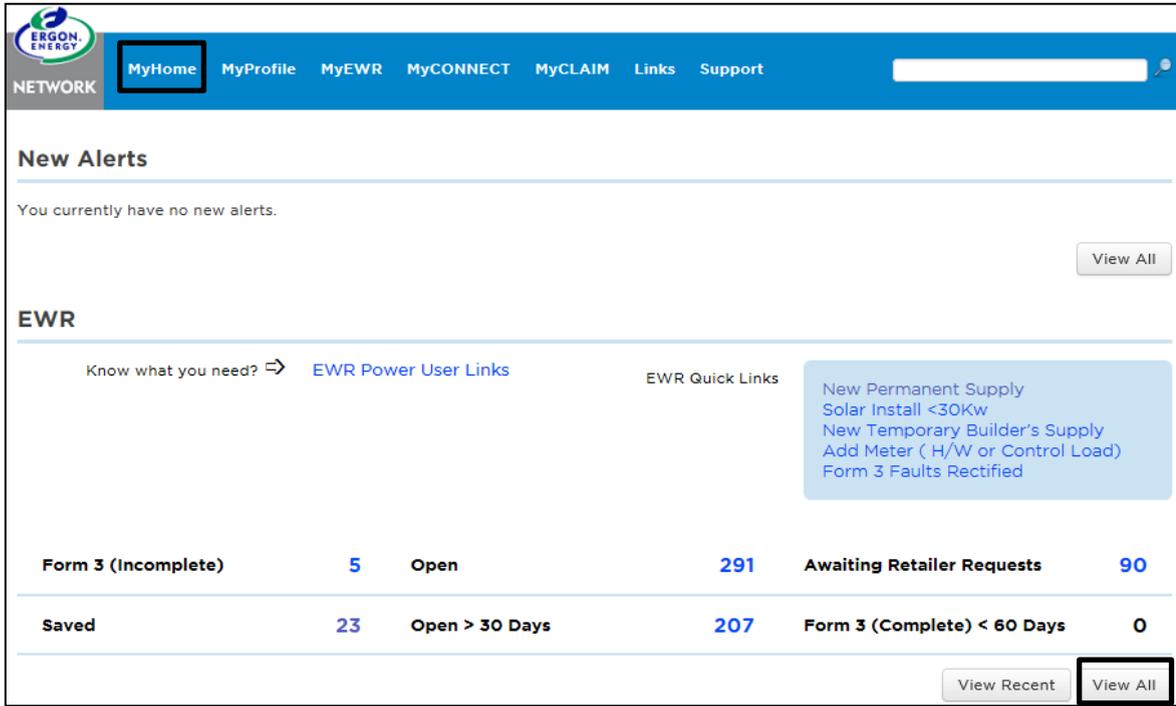
The EWR reference is: **EWR2**

The CONNECT reference is: **CX2**

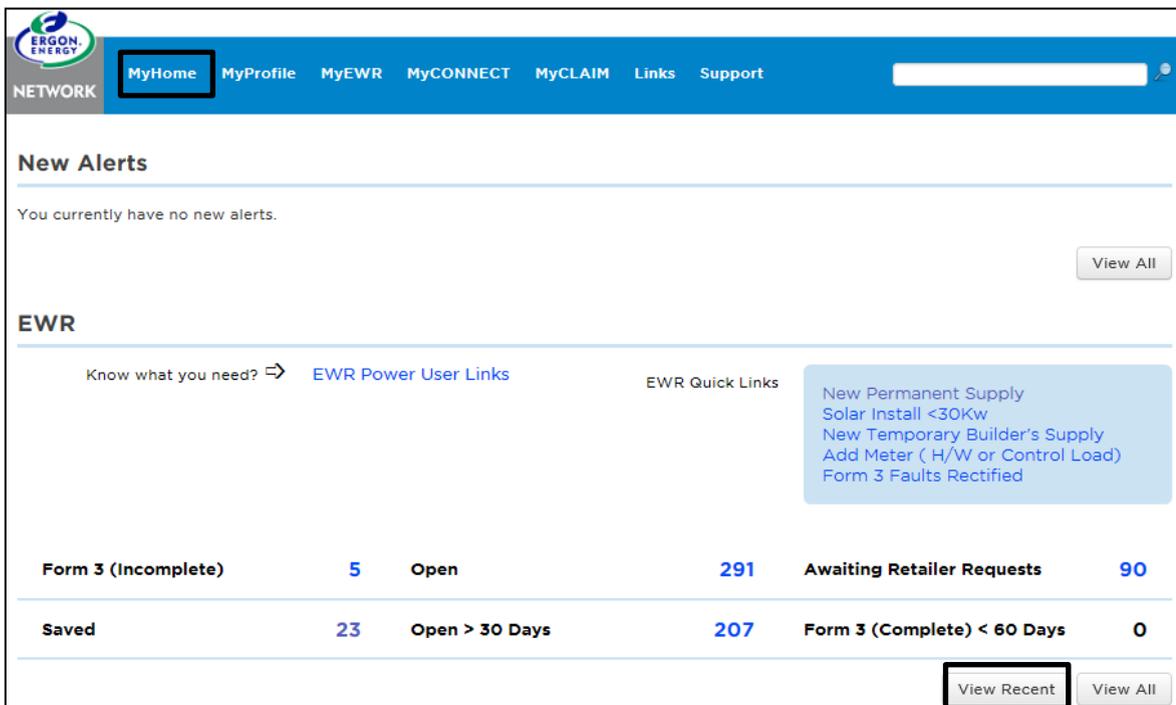
# How to view your EWRs

Your **MyHome** screen shows a summary of all of your EWRs, Form 3s and CONNECTs. There are a number of ways to view your EWRs in the Portal.

To view your EWRs, click on **View All** under the EWR section.



You can also view your most recent EWRs by clicking on **View Recent**. It will display approximately your last 20 EWRs.



Alternatively, you can click on the **Numbers** next to the items listed in the EWR section.

**NEW ALERTS**

You currently have no new alerts. [View All](#)

**EWR**

Know what you need? ⇒ [EWR Power User Links](#) EWR Quick Links

New Permanent Supply  
Solar Install <30Kw  
New Temporary Builder's Supply  
Add Meter ( H/W or Control Load)  
Form 3 Faults Rectified

<b>Form 3 (Incomplete)</b>	<b>5</b>	<b>Open</b>	<b>291</b>	<b>Awaiting Retailer Requests</b>	<b>90</b>
<b>Saved</b>	<b>23</b>	<b>Open &gt; 30 Days</b>	<b>207</b>	<b>Form 3 (Complete) &lt; 60 Days</b>	<b>0</b>

[View Recent](#) [View All](#)

## Saving an EWR

- Your EWR will Save automatically each time you click “Next”.
- Look for your Saved EWR by clicking on MyHome heading in the black toolbar and look under Recent EWR, or alternatively click on MyEWR and select Saved from the black heading drop down list.
- Ergon Energy can't view Saved EWRs

**EWR Search Results**

Your search returned **10** results

[REFINE SEARCH](#)

Reference <span style="color: blue;">?</span> <a href="#">Saved</a>	Ergon Status Saved	MP Status	Premises Example Sample QAAAEH00184 <input type="text"/>	⋮
Assigned To (Group) <input type="text"/>	Date Saved On 23/03/2021 3:37 PM			

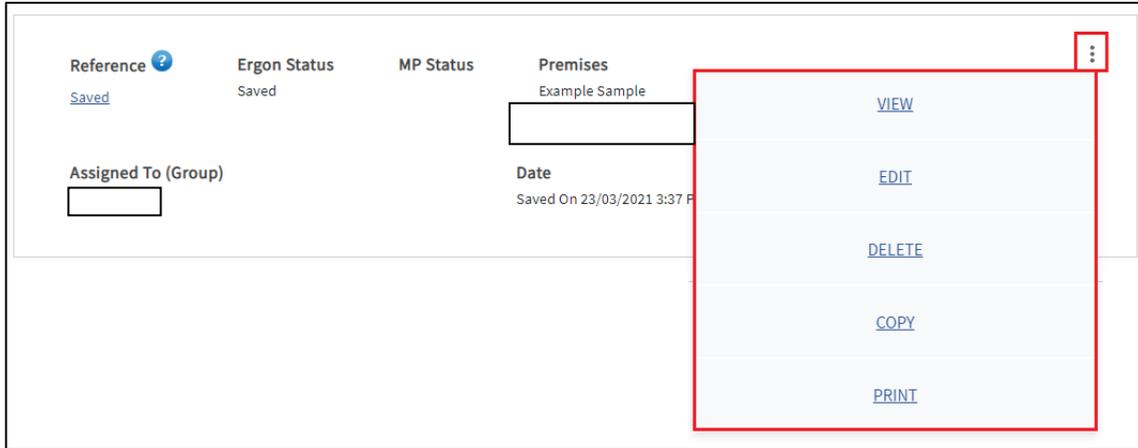
  

Reference <span style="color: blue;">?</span> <a href="#">Saved</a>	Ergon Status Saved	MP Status	Premises	⋮
Assigned To (Group) <input type="text"/>	Date Saved On 23/03/2021 10:52 AM			

## Edit/Delete a Saved EWR

You can edit or delete a saved EWR by clicking the triple dots on the top right-hand side of the EWR you want to change.

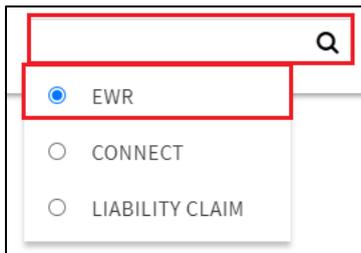
- If you Edit, this will re-open your EWR to the last screen you worked on.
- If you Delete, this will remove the EWR from your profile permanently.



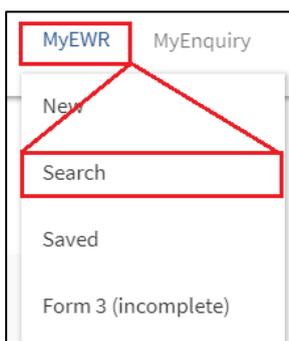
## How to search for an EWR

There are multiple ways to search for an EWR in the Portal.

- You can use the search bar on the top right-hand side



- Via the MyEWR Menu



- From the MyHome Screen, and the EWR Dashboard

Form 3 (Incomplete)	1	Open	16	Awaiting Retailer Requests	3
Saved	10	Open > 30 Days	12	Form 3 (Complete) < 60 Days	0

View Recent View All

## Search Screen

The search screen has three sections you can use to search for an EWR. Click on the plus sign on the right-hand side of each section to display the detailed fields you can complete to refine your results.

The screenshot shows the 'EWR Search' interface. At the top, there is a header 'EWR Search'. Below it are three expandable sections: 'EWR Details', 'Type Of Request', and 'Premise Details', each with a plus sign on the right. At the bottom, there are two buttons: a white 'CLEAR' button and a blue 'GO' button.

## Refine Your Current Search

Once you've conducted your search if the results are too high in volume you can select "refine" to take you back to your search and you can add in additional criteria

The screenshot shows the 'EWR Search Results' page. It displays the text 'Your search returned 136 results'. Below this is a button labeled 'REFINE SEARCH'. At the bottom, there is a pagination bar with the following elements: '← Previous', a blue box containing the number '1', a box containing '2', a box containing '3', a box containing '4', a box containing '5', a box containing '6', and 'Next →'.

## Form 3 Left on Site

A Form 3 is issued by us when we are **unable to complete** your EWR work request. It's usually because rectification work needs to be done at the premises by the Electrical Contractor for safety reasons. You will be sent a notification from the Portal that a Form 3 has been left at the premises (by email or SMS, depending on what you have ticked for Form 3 notifications in your MyProfile).

### Rectify Button

- To rectify a Form 3 (Incomplete), click on the triple dots and go to "Rectify". This will automatically copy all information from the original EWR for you to re-submit.
- The original EWR reference number and the original Type of Request will automatically appear in the "Additional Information About Request" field under Metering and Load Details.

Reference ?  
Additions and Alterations  
Meter Alteration

Premises

Date  
Submitted On 28/11/2019 6:58 PM

Ergon Status  
Not Completed (Incomplete - Form 3 Left)

MP Status  
Not Applied

Assigned To (Group)

VIEW

COPY

PRINT

RECTIFY

### Form 3 Was Left

- If you are unsure why a Form 3 was left on the premises, click on the triple dots and go "view"

Reference ?  
Additions and Alterations  
Meter Alteration

Premises

Date  
Submitted On 28/11/2019 6:58 PM

Ergon Status  
Not Completed (Incomplete - Form 3 Left)

MP Status  
Not Applied

Assigned To (Group)

VIEW

COPY

PRINT

RECTIFY

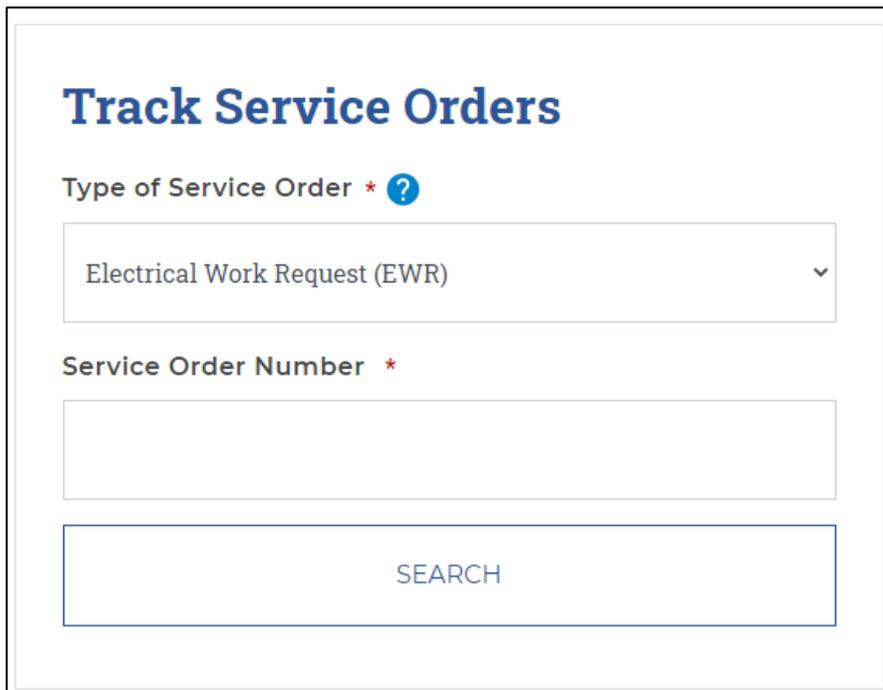
- The Form 3 Details will show as part of the EWR information submitted, including the Form 3 reference and Form 3 Code. You can call us on 1800 237 466, option 2 with that code to request further information

Form 3 Number	332883
Form 3 Code	A Y N 14 P 05 02

## Checking EWR Status

A quick way to check your EWR status is with **Track Service Orders**. You don't need to be logged into the portal; you just need your EWR reference number. You can also check the status of Connect Applications.

Simply go to <https://epp.ergon.com.au/epp/public/selfservice>, enter your EWR or Connect reference number and click **Search**. You will see the screen below showing the status of your EWR or CONNECT Application.



The screenshot shows a web form titled "Track Service Orders". It contains a dropdown menu for "Type of Service Order" with a help icon, currently set to "Electrical Work Request (EWR)". Below this is a text input field for "Service Order Number". At the bottom is a "SEARCH" button.

**Track Service Orders**

Type of Service Order \* ?

Electrical Work Request (EWR) ▾

Service Order Number \*

SEARCH