

RELAY

News for Electrical Contractors



Form A updates

We're always looking to improve the Form A and we've made a few changes that we'd like to update you on

Distribution Services Fee - we've removed the option for you to select whether this fee is charged to you or the customer as it is our preference to charge this fee directly to customers. If you'd still like to be charged this fee, please add comments to the *Additional information about request* section.

Point of supply - we've added this new section. Please tick the box to confirm if the point of supply is *Pillar* or *Pole* and add the relevant pillar or pole number.

Maximum voltage trip point - from now please tick the box to indicate whether the trip point installed is a *Single-stage Vmax setting* or a *Two-stage Vmax setting*.

GPS coordinates - we've added boxes for you to enter the GPS coordinates for unmetered supply (added to online Form A only as was already on the paper version).

The latest Form A can be found at ergon.com.au by clicking on Network and the Form A online icon. If you have any queries about these changes please call the **Electrical Contractors Hotline 1800 237 466 (select option 2)**, between 7:30am and 4:00pm, Monday to Friday.

Please complete all sections of the Form A correctly so your job can be processed as quickly as possible.

Dispatch centre updates

We've taken on board your feedback from the June RECESS sessions and made some service improvements at our dispatch centre. Here are just some of the changes we've made:

- **Handling technical calls better** - we've recruited additional staff to help with handling technical calls
- **Reduced time on hold** - you no longer have to listen to all the outage notifications when you call us
- **Faster processing of Form As** - we're now processing the majority of Form As on the same business day or within one business day
- **Improved supply availability** - we've made some process changes to improve the time taken between workgroups so systems are updated and jobs dispatched quicker.

We won't be running RECESS in November this year. We'll have more to share with you about RECESS and other communication tools in the coming months.

In the meantime, if you have anything you would like to discuss with us, please call the **Electrical Contractors Hotline 1800 237 466**, between 7:30am and 4:00pm, Monday to Friday.

Bridge faulty hot water relays

If you attend a cold water complaint and find the relay is faulty, please bridge out the faulty relay so that the customer will have hot water until we are able to replace it.

Remember, bridging a hot water load to the principal tariff is not permitted.

With ripple control receivers, break the seal on the relay terminal cover and bridge out the line and load terminals.

With two-element (integrated) meters with no ripple control receiver, break the seal on the meter terminal cover and relocate the hot water load cable to terminal number 5 (far right terminal).

Let us know about a faulty relay

Please advise us no later than the next business day about a faulty relay by calling the Electrical Contractors Hotline **1800 237 466 (select option 3)** between 7:30am and 4:00pm, Monday to Friday.

Lodging your claim

We'll log the details of the relay being bridged and provide you with a **service order number** to include when lodging your claim for reimbursement of your fees with us. Please also provide a tax invoice to substantiate the type and value of your claim, and include the service order number or fault call number on the invoice.

For more information about lodging a claim with us please go to ergon.com.au and click through *Network, Contractors & industry, Electrical contractors* and *Electrical contractor fee claims*.

You can lodge your claim a number of ways:

- Email to claims@ergon.com.au
- Fax to 07 4932 7124 (marked "Attention Claims")
- Post to PO Box 308, Rockhampton QLD 4700

Tell us if you find asbestos in switchboards

If you find asbestos in a switchboard, please make a note in the *Additional information about request* section on the Form A. This will alert our crews to be fully prepared when they arrive at the scheduled appointment and **save you time**.

Please clean up any asbestos

Asbestos is still commonly found in switchboards and meter panels that were installed prior to 2004. Many older switchboard panels containing asbestos are not labelled as such. Switchboards that may contain asbestos are generally black or dark brown in colour and the surface may be rough and fibrous with a tar-like smell. Switchboard panels marked with Labah, Zelemite, Miscolite, or Ausbestos are all brand names of asbestos switchboard panels.

Please remember that you must arrange for any asbestos debris or disturbance to be cleaned up prior to Ergon Energy working on site.

QECMM updates Version 10 now available

Version 10 of the Queensland Electricity Connection and Metering Manual (QECMM) has been released. It's effective from **1 December 2015**.

You can get yours by:

- **Downloading a copy at ergon.com.au** - click on *Network, Contractors & industry, Electrical contractors and Forms, manuals and standards*
- **Ordering a hard copy over the phone** - call us on (07) 4932 7155 between 9am and 5pm, Monday to Friday
- **Mailing an order form** - download, complete and mail back to us the order form at ergon.com.au under *Network, Contractors & industry, Electrical contractors and Forms, manuals and standards*.

Main changes listed in Appendix C

You'll find all the main changes to the QECMM listed in the Appendix C Amendment record. Please make sure you review all of these changes. Remember as an Electrical Contractor it is the responsibility of you and your endorsees to fully understand the content and requirements of the QECMM.

If you have any inquiries about the QECMM please call the **Electrical Contractors Hotline on 1800 237 466 (select option 1)** between 7:30am and 4:00pm, Monday to Friday.

Requests for exemption can now be emailed

Requests for exemptions under the QECMM section 1.4 Exceptional circumstances can now be emailed to the new centralised email address metering.drawings@ergon.com.au.

Remember, no action or variation should be undertaken until you have received written approval from us and this approval only applies to the individual property listed in the request (i.e. it does not cover, or set any precedent, for any other installation).

Electrical contractor's portal coming in 2016

We'll now be delivering the new electrical contractors portal in 2016, not this year as previously advised. The delay is allowing us to make some final changes to ensure it meets the high level of standard we know you expect.

The portal will change the way we interact with each other and improve our service to you. We'll be in touch with more information. But, for now, here's a glimpse at some of the benefits you'll receive:

- **Track progress of jobs** - you'll be able to log on and see exactly where your job is at
- **Status alerts** - we'll send you alerts when your job has progressed, by email and/or SMS
- **Use any device** - the portal is compatible with smart mobiles, tablets and PCs
- **All forms saved** - all forms completed in the portal will be saved for your future reference
- **Form B notifications** - if there's an error with your connection request we'll email you a notification that a Form B has been lodged
- **Premises look up** - if you don't know the address, lot or plan number but know the NMI (or vice versa), you'll still be able to use the portal. And the risk of entering incorrect information is reduced as you'll select the premise from a drop down list.

We appreciate your patience and look forward to sharing the new portal with you soon.

In the meantime to submit your Form A simply go to ergon.com.au and click on *Network* and the *Form A online* icon and complete your Form A by typing in the required information and/or selecting options from the relevant dropdown boxes, or download, print and complete the Form A and email to FormA@ergon.com.au, fax to 07 4932 7301, or mail to PO Box 308 Rockhampton QLD 4700.

Get RELAY electronically

Subscribe to receive RELAY by email and you'll receive it much quicker and you'll be helping us to operate more efficiently, which helps to keep electricity prices down for everyone.

You can also elect to receive Solar PV Industry Alerts, Ergon Energy media releases, Talking Energy articles and so much more by email.

Go to ergon.com.au and click on *Network, Contractors & industry, Electrical contractors* and *RELAY* and sign up today.

Electrical Contractors Hotline

Remember the best way to communicate with us is via the Electrical Contractors Hotline. It's for your exclusive use!

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

1800 237 466

**Network
general enquiries**

13 74 66

7.00am - 6.30pm Monday to Friday

ergon.com.au

Faults only

13 22 96

24 hours a day,
7 days a week

**Life-Threatening
Emergencies**

000 (Triple zero)

or 13 16 70

24 hours a day, 7 days a week

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