

RELAY

News for Electrical Contractors

Issue 36 · August 2017



NETWORK

Welcome to Issue 36 of RELAY. In this issue we talk about Authorised Persons, sealable metering neutral links, Power of Choice and Portal updates.

Authorised persons

Do you need to isolate our LV service fuse so you can work on your customer's mains and/or switchboard? If so please remember that only an **Ergon Authorised Person (Electrical)** is permitted to isolate a customer's LV service line at an underground service pillar or service pole by removing a fuse wedge(s) from our service line.

For further information about how to apply to become an Ergon Authorised Person (Electrical) and the extent of the authorisation please visit our [website](#). You can email your application to safetyadvice@ergon.com.au.

Sealable metering neutral links

If you're installing a controlled load on a new or existing installation, you'll now need to install sealable metering neutral links. This also applies if you're installing a Micro Embedded Generation Unit (eg solar PV or battery storage system) and you:

- Install a controlled load; or
- Increase the load on an existing controlled load and install a contactor.

Also, if you're installing a Micro Embedded Generation Unit and looped neutrals exist with a controlled load, you'll now need to remove the looping and install a sealable metering neutral link.

For more on sealable metering neutral links please refer to Sections 7.13 and 7.15 of the [Queensland Electricity Connection and Metering Manual](#).

Power of Choice update

Power of Choice (PoC) is a national reform to the electricity industry that will be introduced from 1 December 2017. These reforms are designed to increase competition in the electricity supply chain and provide customers with greater access to their energy usage data through digital metering.

Between now and 1 December Ergon Energy Network will provide regular updates in RELAY about the changes and how they may affect you! In this issue we talk about digital meters.

New digital meters

There are some remote areas of Queensland that are PoC Exempt, and in these areas Ergon Energy network will still install, maintain and read meters, but for much of Queensland, from 1 December, all new and replacement meters must be digital meters and these new digital meters won't be installed by Ergon Energy Network. The electricity Retailer will engage a Metering Coordinator who will engage a Metering Provider to install the new meters. We will continue to read and maintain existing meters until they are replaced with digital meters, due to fault, age or customer requirements.

How this will affect you

You will need to deal with the Metering Coordinator and Metering Provider to work on digital meters. You will continue to submit Form As to us (Ergon Energy Network), through the Portal.

If you have any questions about PoC please email siportaladministration@ergon.com.au.

Portal update

Did you know you can select to be notified by SMS or email on the progress of your job?

To set up notifications simply log into the [portal](#), go to **MyProfile** and scroll down to **Manage my Notifications**.

Here you can select to receive an SMS or email for different statuses. You can also request notifications to be sent to a different mobile or email address.

Once you've made your changes don't forget to click on **Save Settings!**

Status	Notify Me By
Awaiting Retailer Request	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Retailer Request Received	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Work Scheduled	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Appointment Set	<input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Cancelled due to Scheduling	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Cancelled by Retailer	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Completed	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Incomplete - Form B Left	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Completed - Form B Left	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Closed - No Access	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Retailer Request Cancelled	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Form A Processing	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS

Locating a meter box

Unfortunately dog bites are still a problem for meter readers. There were twenty nine dog bites and ninety seven incidents of aggressive dogs attempting to bite meter readers in 2016. So next time you are relocating a meter box or installing a new one can you please think about safe access for meter readers.

And the prize winners are!

The recent round of [Electrical Contractor Forums](#) and depot sessions were well received by attendees. Thanks to everyone who attended and completed our survey, we really appreciate your feedback. We've randomly drawn one person from each region that completed the survey to win a \$100 gift card. The winners are; Lester Pilat, Leroy Brown, Gerald Purves, Deb Harle, Grant Goulevitch and Barbara Bull. The winners have been notified and gift cards are on their way. Thanks again for your feedback!

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

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We always appreciate your feedback.

Email feedback to networkenquiries@ergon.com.au

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13 74 66
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ergon.com.au

Faults only
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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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