

RELAY

News for Electrical Contractors

Issue 31 · February 2017



NETWORK

Our Caller ID is now unblocked

We've unblocked our phone numbers so you don't see 'No Caller ID' when we call you.

We could be calling you from one of two numbers so please save both of them into your contacts so you know when it's us:

- **07 3069 0900** - these are Dispatch enquiries. If you miss our call and call us back on this number you'll be put through to the **Electrical Contractors Hotline 1800 237 466**
- **07 3069 0800** - these are Network general enquires. When you call us back on this number you'll be put through to **Network General Enquiries 13 74 66**

Our Retail business is also working on unblocking their Caller ID for Customer Assistance and New Connections and we expect this to be in place soon.

Latest QECMM now available

A new issue of the **Queensland Electricity Connection and Metering Manual (QECMM)**, Version 11, has been released. It's effective from 1 January 2017. There has also been an addendum released for this manual with additional changes.

You can get your copy by:

- **Downloading it at ergon.com.au** - click on *Network, Contractors & industry, Electrical contractors* and *Forms, manuals and standards*
- **Calling 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 manual at the back in the Appendix C - Amendment Record. Please make sure you review all 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.

New Incentives Programs launched

We're now running Incentives Programs in Emerald, Chinchilla, Cairns South and Cairns North. Cashback incentives for reduced network peak demand are now available in these areas, initially for business customers:

- Emerald - Up to \$225/kVA
- Cairns South - Up to \$272/kVA
- Chinchilla - Up to \$200/kVA
- Cairns North - Up to \$290/kVA

For more information about these programs and others already in market in Cannonvale, Townsville North West and Mackay visit ergon.com.au/incentives, email demandmanagement@ergon.com.au, or call **1300 550 766** between 9am and 5pm Monday to Friday.

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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