

# ELECTRICAL CONTRACTOR UPDATE



## Electrical Partners Portal Changes

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We are making some changes to the Electrical Partners Portal to help improve useability, speed up timeframes and provide more information and tools to assist you when using the portal. To implement these changes, the portal will be inaccessible on **the morning of Saturday 22 September**.

From **Saturday afternoon** you'll notice a number of changes when you access the portal. Full details on the changes, including screenshots of what you'll see, are included in this [Electrical Partners Portal Changes document](#).

Some of the key changes we're making include, but are not limited to:

### Terminology Changes

Form A will now be referred to as EWR (Electrical Work Request) and Form B will be referred to as Form 3. This will align terminology between Ergon Energy Network and Energex, making it simpler for those who work in both network areas. You will still see Form A and Form B on the paper versions of these forms until existing stock is depleted, after which the names will be updated.

### Enhanced EWR (Previously Form A)

EWR (previously known as Form A) enhancements include improved help text, more logical grouping of fields, removal of obsolete fields plus the following new features:

- New option to request an appointment
- New **Power User Links** and **Quick Links** to quickly and easily select your desired request
- New **Action Summary Text** provides you with more information on Primary and Secondary Actions and the roles of the different parties (Ergon Energy Network / Metering Provider)
- For basic jobs, the tariff selection function will now only appear when required, eliminating the need for you to identify what tariffs currently exist on site
- Ability to advise what appliances are to be connected for a controlled load
- Option to delete unwanted EWRs that have been saved but not submitted

## Notification Improvements

- NMI detail will now be advised in the acceptance notification
- Notifications will include additional information e.g. responsible parties
- New notifications to help keep you informed about what's happening with your work requests. Please review and update your notification preferences via the MyProfile tab on the portal.

For portal user guides, FAQs and more information visit the [Portal Help webpage](#). If you require further assistance please [call 13 74 66](tel:137466) or email [externalpartnerships@energyq.com.au](mailto:externalpartnerships@energyq.com.au).

## Duplex Connections

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When Ergon Energy Network attends to finalise the initial connection of a second unit in a duplex, this second unit must be de-energised.

A legacy practice has existed where contractors have been installing a bridge between Unit 1 and Unit 2 to provide temporary supply.

To comply with [National Energy Customer Framework](#) outage requirements, we can no longer de-energise Unit 1 without providing advance notification to all impacted customers, which may delay the initial connection of supply to Unit 2.

To avoid disrupting supply to Unit 1 and therefore facilitate a faster connection of supply to Unit 2, please ensure temporary bridges are removed before the Metering Provider and/or Ergon Energy Network attend for the initial connection.

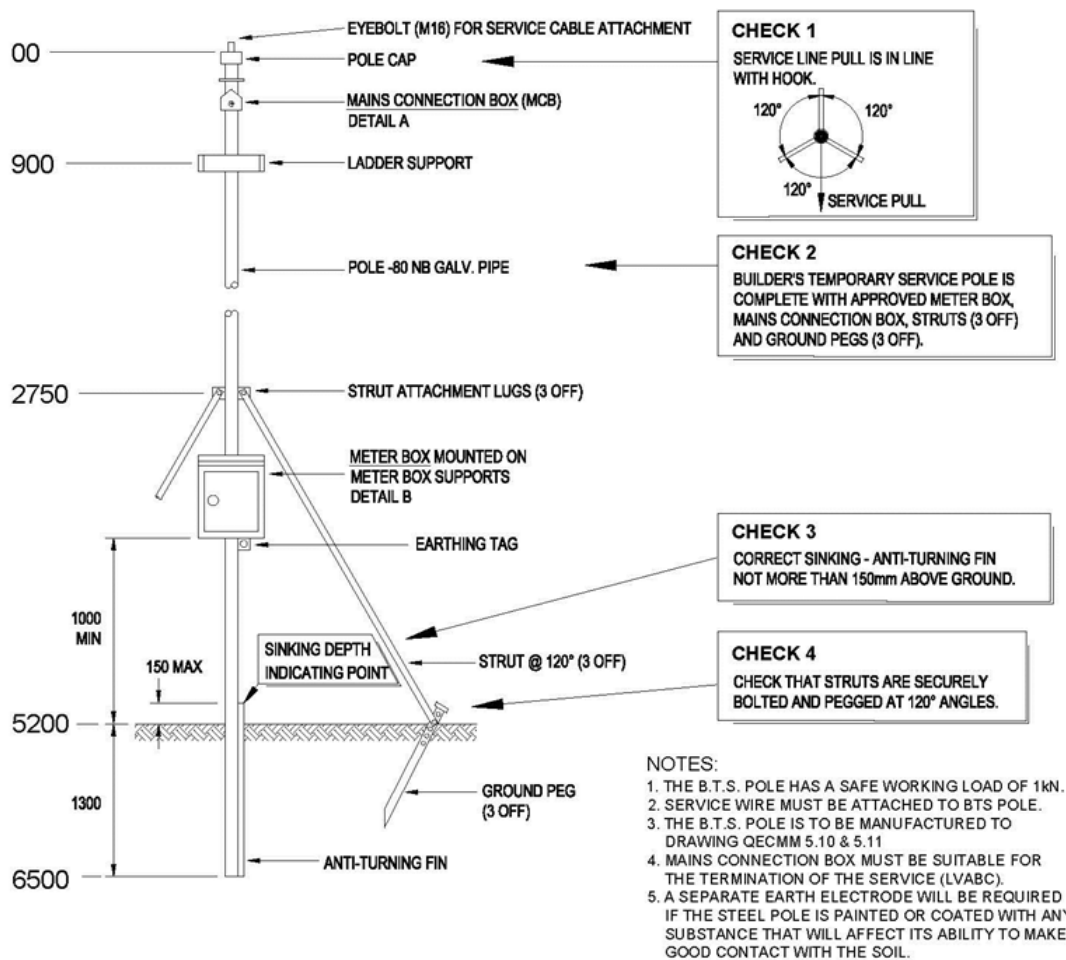
## Installing Builder's Temporary Supply Poles

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Please be reminded that Builder's Temporary Supply (BTS) poles must be installed as per [Queensland Electricity Connection Manual \(QECM\)](#) requirements as a minimum standard. Typical faults encountered by our field staff include:

- Three supporting legs not installed appropriately
- Orientation of supporting legs incorrect
- Incorrect depth of pole
- Soil around pole not compacted correctly
- Poor construction of pole and fittings / bolts
- Poor switchboard maintenance
- Poor meter panel i.e. excessive holes, poor condition
- Poor mains connection box condition
- Incorrect orientation of ladder support i.e. facing trees or fences
- Property boundary crossings
- Meter Neutral Links mounted on uninsulated material
- Broken / poor condition of screws in Neutral Links and Mains Boxes
- Neutral bond cable in poor condition
- Pegs for pole struts not capped as per Workplace Health & Safety requirements

If the BTS pole is not installed as per the minimum standard (refer diagram below), supply will not be connected to the site.



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Electrical Contractors Hotline [1800 237 466](tel:1800237466)

Network General Enquiries [13 74 66](tel:137466)

7:00am to 5.30pm Monday to Friday

[networkenquiries@ergon.com.au](mailto:networkenquiries@ergon.com.au)



This newsletter will keep you informed about what's happening in the industry and any changes to compliance, rulings and legislation.

[www.ergon.com.au](http://www.ergon.com.au)

