

RELAY News for electrical contractors

Issue 16

13 10 46
(General enquiries)
ergon.com.au



RECESS takes a summer break

Over the past 18 months, three RECESS programs have been run across the Ergon Energy distribution area.

The program has been very well received both from electricians and within Ergon, ensuring improved communication. We wish to ensure RECESS remains relevant and introduces new information to electricians. So as to not cover topics multiple times, there will not be a RECESS program held in the lead up to summer. As soon as the next program is being organised we will let you know. In the meantime, if you have feedback or there are topics you would like us to cover in the next program please send an email to electricalcontractors@ergon.com.au.

What's new

Since 2007, Ergon has been operating under Internal Service Standards to complete metering service work such as initial connections and alterations and additions. Ergon has now moved work to the Electricity Industry Code timeframes. This means that on receipt of a valid Form A and electricity account being established, Ergon will complete metering work within the following timeframes:

- **Urban - within five business days**
- **Rural - within 10 business days**
- **Remote - within 30 business days**

Having one single target for Ergon Service Order delivery will provide greater clarity to help plan and complete your work.

Contact methods for cold water complaints have changed

Ergon has updated its contact details for electrical contractors wishing to claim for fees for attending to cold water complaints. This applies only when the relay is found to be faulty.

Contractors should call Ergon on 13 10 46 and respond to the prompts by saying "contractor" in a clear voice. The call will be transferred to the next available service operator. A member of Ergon's National Contact Centre will raise and issue a job for an Ergon employee to replace the faulty relay and/or reseal the meter.

The contractor must invoice Ergon directly and record the reference number provided by the National Contact Centre, on the invoice where a "purchase order" number is

normally recorded (a "purchase order" is not required for the bridging of relays).

Processing of a contractor's claim is likely to take less time if this reference number is recorded and noted on the invoice to Ergon. Recording of a meter number on the invoice will also assist processing, especially in rural areas. Please email all accounts to claims@ergon.com.au.

If you are unable to email your invoices, please fax your invoice to 4932 7123 or post to Ergon Energy, PO Box 308, Rockhampton Qld 4700, marked "Attention Claims".

NOTE: When a contractor attends a customer's premises for a cold water call and if the fault is with the hot water system, contractors cannot claim a fee from Ergon.

Queensland Electricity Connections and Metering Manual (QECMM) updated

The QECMM (version eight) is now available from the Ergon website <http://www.ergon.com.au/contractors,-suppliers--and--developers/electrical-contractors/forms,-manuals-and-standards> and comes into force on 1 October 2013. Any work that was commenced prior to the introduction date can be completed as per version seven requirements.

There are a number of very important changes that contractors need to become familiar with. A full list of amendments/changes can be found in Appendix C of the updated manual.

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Contractor Hotline: 1800 237 466

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