

# RELAY

## News for Electrical Contractors



### A new way of working together

From late October through to early December, Ergon Energy will roll out Field Force Automation (FFA) technology on Toughpads to its field crews.

With FFA, we will also centralise job dispatch across our depots. Our new Dispatch Centre will be your one-stop-shop for processing your Form A, scheduling your site visits and answering your technical queries.

An improved Electrical Contractors Hotline will also be available for anything related to a job that you are working on.

To ensure a smooth transition to the new way of working, the implementation will happen over a five week period. Please refer to the table below as a guide as to when our Dispatch Centre will be providing services to you.



### A dedicated team - your one-stop-shop

We are introducing a centralised Dispatch Centre to look after the processing of your Form A, scheduling your site visits and answering your technical queries. This support will no longer be available in the depots.

Our Dispatch Centre team is dedicated to improving customer service levels, building new relationships, developing local knowledge and reducing lead times for you.

### Improved Electrical Contractors Hotline

Please call the **Electrical Contractors Hotline 1800 237 466** in accordance with the implementation dates below for anything related to a job that you are working on.

There are 4 options that will take you directly to an operator who can help you:

- **press 1** for technical advice
- **press 2** for Form A queries
- **press 3** for loss of supply (including relay and broken seal)
- **press 4** for all other enquiries.

The hotline is available between the hours of **7.30am to 4pm Monday to Friday**. Option 3 is available 24/7.

Please note you can still call the Technical Support Officer in your region to handle complex technical queries.

**Electrical Contractors Hotline  
1800 237 466**

## Submit Form A online

For the fastest turn-around time, submit your Form A online. Go to **ergon.com.au** and click on Network, and then click on **Lodge a Form A**.

After submitting your Form A you will receive an automated email reply. Please keep this as proof you have submitted your Form A successfully.

Alternatively you can submit your Form A by:

- Email to **FormA@ergon.com.au**
- Mail to **PO Box 308 Rockhampton QLD 4700**
- Fax to **07 4932 7301**

Visit the Electrical Contractors section at [ergon.com.au](http://ergon.com.au) to download the latest version of the **Form A**.

## When will our Dispatch Centre start providing services to you?

| Implementation Date | Region               | Depots  |
|---------------------|----------------------|---|
| 28 October          | Fitzroy              | Yeppoon and Rockhampton   |
| 4 November          | Remainder of Fitzroy | Gladstone, Biloela, Miriam Vale, Monto, Theodore, Moura, Blackwater, Springsure, Emerald and Middlemount  |
| 6 November          | Pioneer              | Mackay, Moranbah, Pinnacle, Sarina, Barcaldine, Blackall Longreach, Clermont and Winton   |
| 13 November         | Fraser Burnett       | Hervey Bay, Maryborough, Bundaberg, Childers, Gayndah, Gin Gin, Mundubbera, Kilkivan, Kingaroy, Murgon, Yarraman and Biggenden                                  |
| 18 November         | Greater Downs        | Toowoomba, Millmerran, Stanthorpe, Tara, Warwick, Chinchilla, Dalby, Charleville, Cunnamulla, Quilpie, Roma, St George and Wandoan                              |
| 25 November         | Herbert              | Townsville, Magnetic Island, Ingham, Tully, Proserpine, Bowen, Collinsville, Home Hill, Cloncurry, Hughenden, Julia Creek, Mt Isa, Richmond and Charters Towers |
| 2 December          | Tropical North       | Cairns, Atherton, Cooktown, Mareeba, Mossman, Ravenshoe, Innisfail, Georgetown, Normanton, Thursday Island and Bamaga   |

Network  
general enquiries

**13 74 66**

7.00am - 6.30pm Monday to Friday

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

Ergon Energy Corporation Limited ABN 50 087 646 062

