

RELAY

News for Electrical Contractors



Help us help you!

Sometimes it's the little things that make all the difference!
Here are some ways to make your job run smoothly.

Completing your Form A

Here are some tips for completing your Form A that will help us to process your request promptly:

- **Submit your Form A online** - The best way to submit your Form A is to login and complete it electronically. You'll find the link on the Network home page at ergon.com.au. Please keep copies of any email receipts you receive that confirm you have submitted your Form A.
- **Use the latest Form A** - If you'd prefer to email, fax or mail your Form A, make sure you download the latest version. Otherwise we may request you to submit your Form A again.
- **Request an appointment** - if you require an appointment with Ergon Energy to inspect your work, please tick "Appointment required" and we'll contact you to arrange a suitable date and time. Please note the option to nominate a date and time for an appointment has been **removed** from the Form A.
- **Wasted truck visit fee** - Please ensure your job is ready to be inspected by the agreed date and time or you may have to pay a fee for a wasted visit.
- **Select all required tariffs** - Ensure all tariffs the customer requires are ticked under "Tariff type meter wiring installed" whenever alterations/additions, new connections or IES work is performed on a switchboard.
- **Indicate number of phases** - Make sure you indicate whether the job is 1, 2, or 3 phases and never leave this blank.
- **Indicate if a reconnection** - In the "Reason for Request" section there is a new option called "Reconnection". Tick this when you require power to be reconnected to a property. These jobs will be prioritised. The "Reconnection" option can be found under "Reason for Request" and "Other" on the online form.
- **Add existing meter number** - Please include at least one meter number for the account if the premise has existing metering. This will help us to identify the premise.
- **Enter account number** - For initial connections, please ask customers to contact an electricity Retailer to create a new account if they don't already have one. If they do have an account number please insert it on the Form A before it's submitted.
- **Add controlled load information** - To allow us to supply the correct switching channels to the receiver, if Tariff 31 or Tariff 33 are to be installed or to remain after an alteration (e.g. an IES installation), indicate under the "Metering Required" section:
 - how many channels are required in the receiver
 - the load to be connected to each controlled tariff
 - which tariffs are required.

Use the Electrical Contractors Hotline

The **Electrical Contractors Hotline** is for your exclusive use. Please don't provide this number to your customers. In most cases it is preferable for you to call us on this number rather than calling Ergon Energy field staff.

Press 1 for technical advice

Press 2 for Form A queries

Press 3 for loss of supply (Including relay faults and broken relay seals)

Press 4 for all other enquiries

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

1800 237 466

Call us for urgent reconnections

If your customer is **without power and requires an urgent reconnection**, submit a **Form A** and call the **Electrical Contractors Hotline** immediately and press **Option 2**. This will assist us to process the job with urgency.

Alternative Control Services Quotes

If you require a quote for any of our Control Services (e.g. to remove a meter or to conduct an overhead service upgrade) please call us on the **Electrical Contractors' Hotline** and press **Option 2**.

Switch off newly installed IES systems

From **30 March 2015**, please remember you are required to **switch off** any newly installed IES at the AC isolator/s. After we've completed the compliance check and installed the meter, we'll switch AC isolator/s back on, so there's no need for you to return to the premises.

Also, DC isolators must be left switched on for the compliance check. If they're not, we can't do the compliance check and meter installation.

Please also ensure you have arranged for our access to the inverter with the customer as part of this compliance check. Remember, feed-in tariffs can only be applied after all eligibility criteria are met.

And don't forget, for all this to happen you must tick on your Form A that the "IES has been tested and deemed electrically safe to be re-energised by Ergon Energy for compliance testing".

**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

Ergon Energy Corporation Limited ABN 50 087 646 062

