

# RELAY

## News for Electrical Contractors

Issue 28 · July 2016



NETWORK

## New! Network Online Services

Good news for your customers - they can now submit network connection applications, enquiries and claims via our new Network Online Services 24 hours a day, 7 days a week at [ergon.com.au/online-services](http://ergon.com.au/online-services).

Network Online Services is quick and easy to use and automates and speeds up the process of connecting to our network. All types of connections can be selected, from a standard electricity connection for premises, to connection of a pump or an un-metered device, and even a solar PV system (micro embedded generating unit).

**Please note**, where possible we recommend Electrical Contractors continue to submit network connection applications on behalf of their customers via the Electrical Partners Portal at [ergon.com.au/partnersportal](http://ergon.com.au/partnersportal). This will help to alleviate unnecessary delays where customers may provide incorrect or insufficient information.

## Form A Online now closed

With most of you now using our new Electrical Partners Portal, the old Form A Online lodgement system has been closed. Register now at [ergon.com.au/partnersportal](http://ergon.com.au/partnersportal) to start submitting Form A electrical work requests (including solar) and to apply for network connections on behalf of your customers online!

## Electrical Partners Portal

Register for the portal at [ergon.com.au/partnersportal](http://ergon.com.au/partnersportal). It's a great way to manage your Form As and Connect Applications, and includes many great features including:

- Register once and your details will auto-fill each time you login
- Keep track of all your work requests on your home page
- Sign-up for SMS or Email notifications on your job status, including when it's complete or a Form B is issued
- When you have similar jobs, it's easy to copy your past Form As and just change the customer details
- Create a Connect Application, and if it's for a basic connection, you can also accept the connection offer on behalf of your customer
- Forms can be submitted 24 hours a day, 7 days a week.

### Need help?

If you're still not sure how to use the portal we've developed a *Portal help* page with an overview video, FAQ's and user guides with step-by-step instructions and in-depth information to help you get started.

Prefer to talk to someone on the phone? Call us on **13 74 66** (Mon to Fri, 7.00am-6.30pm) and select the option for general enquiries.

### Prefer to send us a Form A hard copy?

Online submissions are preferred, however we will still accept a hard copy version of the Form A. You can download a Form A at [ergon.com.au/partnersportal](http://ergon.com.au/partnersportal) on the *Register for the Electrical Partners Portal* page. Print and send your completed Form A via email to [FormA@ergon.com.au](mailto:FormA@ergon.com.au), via fax to 07 4932 7301, or via mail to PO Box 308, Rockhampton Qld 4700.

Register for the portal at [ergon.com.au/partnersportal](http://ergon.com.au/partnersportal)

# Understanding the 'status' of your Form A and Connect

Need help understanding what the status of your Form A and Connect Application means? We've created a *Glossary of statuses* to assist you. You'll find it on the *Portal help* page at [ergon.com.au/partnersportal](http://ergon.com.au/partnersportal).

## Completing your Connect Application correctly

Please help us to process your Connect Application by completing the premises address details correctly. Unfortunately missing information can lead to delays.

As a minimum we require the premises:

- Lot and/or street number
- Street name and Suburb.

It will also help us if you could provide:

- Plan information (inclusive of the plan prefix e.g. SP/RP)
- The nearest pole or pillar asset (if you have them).

Providing all this information will help us to locate the premises and process your application as quickly as possible.

## Forum and webinar feedback

We recently held a number of forums for electrical contractors in major regional Queensland cities and towns. We also ran a number of webinars for those who could not attend one of the forums. The events focussed on the recently launched Electrical Partners Portal.

**88% of contractors who attended the forums and webinars gave the new format the thumbs up!**

### Breakout sessions

We changed the format of the forums with a general presentation before breaking out into smaller groups where contractors could speak directly with Ergon subject matter experts scattered around the room. Contractors appreciated the opportunity to raise their individual queries and concerns here.

### Improved understanding of the portal

In the earlier forums contractors told us they were struggling with the new portal, but by the time the last forum was held, their experience had improved. We hope those who attended the forums are more comfortable with the portal now.

### Listening to your feedback

Consistently, we received feedback that contractors are experiencing job delays, portal registration and logon issues, and long waiting times when contacting us for help. We're working extremely hard to rectify these issues and will be reporting back on progress in future issues of RELAY.

### In case you missed it

If you weren't able to attend a forum or webinar you'll find a copy of a webinar as well as some answers to questions raised on our *Portal help* page at [ergon.com.au/partnersportal](http://ergon.com.au/partnersportal). And there's a copy of the forum presentation on the *Electrical contractor forums* webpage under *Electrical Contractors*.

**Electrical Contractors Hotline**  
7.30am to 4pm Monday to Friday

**1800 237 466**

**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

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