

# RELAY

## News for Electrical Contractors

Issue 30 · November 2016



NETWORK

## New customer connection checklists

We have developed three checklists to guide customers through the connections process. These checklists outline the main steps involved to connect to our network, including explaining the need for customers to have a connection contract with us. There is a checklist for new connections, changing an existing connection, and also for connecting solar PV and batteries. You'll find the checklists at [ergon.com.au/connections](http://ergon.com.au/connections).

## Changes to controlled loads

### You may receive calls from customers who think they have an electrical fault or a problem with their appliance.

We've changed the way we manage Volume Controlled (VC) and Volume Night Controlled (VN) loads (Economy & Super Economy Tariffs), hereafter referred to as 'controlled loads'. By the end of 2016 these changes will be completed throughout regional Queensland.

In the past, controlled loads were switched off every day for a set period of time, usually in the morning and/or evening, to help control network peak demand. Now, the power will only be turned off when required. While the power could be turned off at any time of day, it will only happen occasionally for a short period. Managing controlled loads in this way allows customers to enjoy cheaper power more often and helps us to manage electricity peak demand in a more efficient way - a win-win for everyone!

Customers still enjoy power at a discounted rate, for the regulated minimum number of hours per day. Volume Controlled load (Economy Tariff 33) will be available for at least 18 hours per day, and Volume Night Controlled load (Super Economy Tariff 31) for at least 8 hours per day.

**Note: most customers who have their hot water system on a Volume Controlled load tariff will not notice this change.**

## Tariff 33 'other' switching channel

Customers who have their air conditioner, pool pump or other appliance connected to the Volume Controlled load (Tariff 33) 'other' switching channel, may think that their appliance is "not working" on the days/times that it used to. As a result, they may think there is a problem with their appliance and contact you. It's important that you are up-to-date with these changes to avoid unnecessary inspections of appliances that are perfectly ok.

**Note: power will only be turned off to the Volume Controlled load (Tariff 33) 'other' switching channel occasionally as a last resort, and not for very long.**

These changes are already in place for Far North, Northern and South West regions, with plans to roll-out changes to all remaining areas by 1 December 2016.

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

# Changes to ripple control channels

Ripple control channels for controlled loads are changing for non-Ergon Energy Retail (EEQ) customers. Receivers with new channel codes have already been introduced in Far North and Northern regions, with plans to roll-out new receiver codes to all remaining areas by 1 December 2016. Please note the new receivers may be operating on the inbuilt back-up program until the signal injection plant is programmed with the new channel codes.

In addition to the new channel codes, identification of Non-EEQ ripple receivers has been made a little easier. Non-EEQ ripple channel codes are printed on green labels that are affixed in the same position as other ripple receivers, under the main receiver cover.

For more information on economy tariffs please visit [ergon.com.au/residentialtariffs](http://ergon.com.au/residentialtariffs)



Green label identifies a Non-EEQ customer ripple receiver

The new receiver channel codes for each region are:

Channel usage	Controlled load	Channel codes
<b>Far North, Northern, and Mackay Regions</b>		
Non EEQ - residential hot water	VC (Tariff 33)	106-31
Non EEQ - air conditioning and other loads	VC (Tariff 33)	107-36
Non EEQ - residential hot water	VN (Tariff 31)	104-21
<b>Capricornia Region</b>		
Non EEQ - residential hot water	VC (Tariff 33)	106-60
Non EEQ - air conditioning and other loads	VC (Tariff 33)	107-70
Non EEQ - residential hot water	VN (Tariff 31)	104-50
<b>Wide Bay Region</b>		
Non EEQ - residential hot water	VC (Tariff 33)	106-30
Non EEQ - air conditioning and other loads	VC (Tariff 33)	105-25
Non EEQ - residential hot water	VN (Tariff 31)	104-20
<b>South West Region</b>		
Non EEQ - residential hot water	VC (Tariff 33)	106-31
Non EEQ - air conditioning and other loads	VC (Tariff 33)	105-26
Non EEQ - residential hot water	VN (Tariff 31)	104-21

**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

Ergon Energy Corporation Limited ABN 50 087 646 062

**Life-Threatening Emergencies**  
**000 (Triple zero)**  
**or 13 16 70**  
24 hours a day, 7 days a week



**NETWORK**