

RELAY

News for Electrical Contractors

Issue 37 · September 2017



NETWORK

Welcome to Issue 37 of RELAY. In this issue we talk about metering seals, keeping your licence up to date, card meters and when you need to make an appointment.

Breaking metering equipment seals

If you're working on a meter board and you need to remove our metering equipment seals, you must notify us. Please notify us before you remove the seals, or as soon as practicable after removal of the seals.

How to notify us?

- If you've broken seals to bridge out a faulty relay or load control device only, you can call us on **13 74 66**
- For anything else please submit a Form A as soon as practicable after the metering alterations are complete.

For more information on this please refer to clause 2.4 of the [Queensland Electrical Connection & Metering Manual](#) or call our Electrical Contractors Hotline on **1800 237 466**.

Make sure your licence is valid

PIYou may not know, but if your electrical contractor's licence expires you won't be able to access the Electrical Partners Portal to submit a Form A. That's because we get updates on valid licences from the Electrical Safety Office every day and load them into the portal. So please make sure you renew your licence before it expires.

If your licence does expire and you're issued with a new one, you'll need to go through the subscription process again to link it. To do this:

- Select *MyProfile*
- Scroll down to *My Groups*
- Select *Subscribe to another Group*
- Select *ESO Licenced Electrical Contractor*
- Enter your new licence number
- Select the *Check* button to validate the licence
- Select *Next* then follow the prompts.

ERGON ENERGY NETWORK MyHome MyProfile MyForm A MyCONNECT MyCLAIM Links Support

Electrical Partners Portal Subscription

Please select additional subscriptions

ESO Licenced Electrical Contractor

CEC Accredited Solar Installer

Other Electrical Partner

Retailer

Please enter a valid Electrical Contractor (ESO) Licence Number

We always appreciate your feedback.

Email feedback to networkenquiries@ergon.com.au

New card meters being installed

We're in the process of installing new card meters in our card meter communities. So far we've installed them in Hammond Island, Wujal Wujal, Hope Vale, Napranum and Mapoon. We'll be installing them in other communities between late 2017 and mid-2018. Look out for more information on this in upcoming issues of RELAY.

The new card meters are available as single element (primary tariff only) or two elements (primary tariff and controlled tariff). They are also bottom connected so you'll no longer have to fit a plug-in socket to the meter panel. Until the new meters are rolled out at other communities, you'll need to keep fitting plug-in sockets. If you need plug-in sockets please email us at metering.drawings@ergon.com.au.



When you need to make an appointment

It's important to know when an appointment is required and when an appointment is not required. Sometimes appointments are requested when they aren't necessary and this can cause delays for your customers.

If you're copying a Form A that you used previously please make sure you check what's in the *Request Information* section as you may have added "Appt required" last time.

Appointments are required when Ergon crews need to meet you onsite, or for customers when access is restricted or they have a dog that needs to be restrained.

So for anything like this please add "Appt required" in the *Request information* section of the Form A.

Request Information

Additional Information About Request

Provide extra information about the work on this premises. Maximum 120 characters.

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

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



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