

ELECTRICAL CONTRACTOR UPDATE



Update - Overhead work has recommenced

As advised on Friday 5 April, we've undertaken proactive training, education and review of our working live processes since the recent safety incident within our industry.

We can now confirm that all overhead work has recommenced.

- All current overhead customer work with appointments will be completed as scheduled
- Any impacted overhead customer work that has been delayed is now being rescheduled

We apologise for any inconvenience this may have caused and appreciated your understanding while we worked through this process.

Did you know? Relays are now installed for controlled loads as part of initial connections

We'd like to remind you that we now install relays for controlled load as part of the initial connection process provided the main switch for the controlled load is installed. The main switch for the controlled load must be installed **prior** to the installation of the relay.

If you'd like the relay installed please ensure that you select the correct options on the EWR, and that the board is appropriately wired when we attend.

Duplex connections

We're aware of a legacy practice which involves contractors installing a bridge between the first and second unit of a duplex to provide temporary supply.

To comply with [National Energy Customer Framework](#) outage requirements, we can no longer de-energise the first unit without providing advance notification to all impacted customers, and this may delay the initial connection of supply to the second unit.

So, when we arrive at the premises to finalise the initial connection of the second unit in a duplex, the second unit **must** be de-energised.

Please ensure temporary bridges are removed before the Metering Provider and/or Ergon Network arrive for the initial connection. This will avoid disrupting supply to the first unit and facilitate a faster connection of supply to the second unit.

IES labelling reminder

A quick reminder to ensure that IES main switches are correctly labelled, identified and that they control all the IES systems installed on the site.

If there are multiple switches controlling multiple IES systems, these need to be clearly labelled to ensure they can be easily identified.

Replacing asbestos material for customer initiated work

When undertaking work on a customer's installation and there's suspected Asbestos Containing Materials (ACM), there's a requirement to remove all of this material.

Part of this requirement also prohibits the moving of such material from one location to another. Accordingly you're unable to relocate existing meters from an ACM board to a new board. In this instance, please ensure that you select **Exchange Meter** on the EWR so your job isn't delayed.

LV CT update

All Electrical Contractors and switch board manufacturers will now need to externally source LV CTs, Test Blocks or Fuse Assemblies either through an electrical wholesaler or purchase from the External Sales team.

The transitional period to allow for existing contracts held with customers ceased as of the 31st of March 2019. The existing request forms have been updated on our [Electrical Contractors webpage](#) to an 'LV CT Metering Advice' form which must be completed and submitted along with a single line diagram and switchboard layout drawing for all new connections or switchboard upgrades.

Energy Academy (Electrical Contractor Engagement Sessions)

We're well advanced in organising the next round of Energy Academy sessions for May.

These sessions provide information that will keep you up-to-date with changes in the Distribution Electricity Industry. Topics covered include a business update, QECM/QEMM updates, Regulatory rule changes, Connections program, Solar updates, Portal improvements and a general Q&A session.

From feedback that you have provided, we have changed the format of these sessions to be more interactive. We will now include break-out sessions which will enable you to engage directly with our specialist Teams who are involved in your day to day activities.

If you'd like to suggest other topics for these sessions, please email externalpartnerships@energyq.com.au.

The free sessions will run from 4.30pm to 6.30pm in 12 locations across Queensland with light refreshments served on arrival. The button below will take you to the webpage where you can register at the location that best suits you.

[REGISTER NOW FOR THE ENERGY ACADEMY SESSIONS](#)

Delays in processing Electrical Contractor fees

We're currently experiencing a backlog in our processing times of invoices that is impacting payments to some of our Electrical Contractors.

The series of severe weather events in Queensland has had some unanticipated impacts, including the volume of invoices we're managing. We're truly sorry for this delay. We know how important timely payment is to your business, and we're doing all we can to improve this turnaround time.

One way you can help ensure the fastest possible turnaround of payments is to submit invoices via our [Electrical Partners portal](#), instead of emailing them for manual reimbursement. It's a quick and easy process. You can [register for the portal](#) on the dedicated Electrical Contractors' section of our website.

You'll also see some handy guides under [Portal Help](#), including a [short video](#) and a [user guide](#) on how to submit claims for reimbursement.

Again, our apologies for the current delay in processing payments and we thank you for your patience.

Contact Details

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About Electrical Contractor Update

This newsletter will keep you informed about what's happening in the industry and any changes to compliance, rulings and legislation.

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