

# ELECTRICAL CONTRACTOR UPDATE



## Customer Self Service Portal Enhancements

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We are improving our customer experience by introducing additional online services and features in our Customer Self Service Portal. From Sunday 1 March, the following new services will be available to customers:

- Subscribe to receive notifications for
  - o Power outages (unplanned and planned outages)
  - o Upcoming meter reads if there is a dog onsite
  - o Our crews are on the way for customer service work including new connections, service upgrades, move meters and supply abolishments
- Auto notifications (non-subscribe) if a valid mobile number is provided for
  - o Re-energisation visuals, reads and sticker removal job types
  - o New connections job types
- Update dog details
- Include a photo of self reads if the reading is outside the expected range
- Live chat with one of our experienced team members
- Report a problem including power outages and faulty street lights

More information about our Self Service functions can be found on our [website](#), and we'd appreciate your assistance in communicating these improvements to your customers.

## The Distributed Energy Resources Register

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The Distributed Energy Resources (DER) Register is a register of distributed energy resources in the National Electricity Market. This register includes information about small-scale battery storage systems, rooftop solar PV systems and other renewable energy and fossil-fuelled generating systems with a nameplate rating less than 30MW and which are exempted by the Australian Energy Market Operator (AEMO) from registering as a generator. The DER Register will be launched by AEMO by Sunday 1 March 2020, and from this time it will be mandatory to collect this information.

We have updated our Embedded Generation connect application forms to collect the new mandatory DER information. The updated forms also align with the new Connections Standards (STNW1170 Standard for Micro EG Connections and STNW1174 Standard for LV EG Connections). This means that all inverters, regardless of their capacity or network type they're being connected to, covered by the updated standards will have a requirement to set the power quality response mode to volt-var and volt-watt. More information can also be found on our [website](#).

You will soon receive an invitation to join our DER Register webinar, to be held on Tuesday 10 March 2020 at 3pm, where we'll provide more information on these changes.

## Electrical Partners Portal Improvements

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We have made some improvements to our Electrical Partners Portal which will update functionality and streamline how we receive your Connection Applications.

Outlined below are the key improvements that will go live on Sunday 1 March 2020:

- Menu Options – Detailed Enquiry and Connect Application will be split into separate menu options
- Progress an Enquiry – Applicants will be able to progress a completed Enquiry to a Connection Application within the portal
- Copy a Connect – Copy an already submitted connect
- Budget Estimate – Submit a budget estimate through the portal and receive a rough estimate of the cost to provide electricity supply to a rural residential premise prior to purchasing
- Request for Further Information – We will be able to request further information from you through the Portal and you will be able to edit an already submitted Enquiry or Connect Application based on this request

- View and Accept Offer – Some offers for Negotiated Connect Agreements will be issued via the Portal rather than email.
- Notes History – Relevant notes of Enquiries and Connect Applications will be available in a Notes History Section to help you track the progress of these requests

There is a [factsheet](#) on our website that provides more detail about these changes and what they mean for you.

## 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.

[www.ergon.com.au](http://www.ergon.com.au)

