

# RELAY

## News for Electrical Contractors

Issue 32 · March 2017



NETWORK

Welcome to Issue 32 of RELAY. In this issue we announce the next round of portal sessions and a forum, let you know about some changes we've made to improve your experience with us and look at a Quick reference guide for Connect & Form A selections.

## Your feedback

We recently held a number of portal sessions and a forum in the Fraser Burnett region. The sessions were well received by the 65 electrical contractors who attended the sessions, which focussed on hints and tips for using the Electrical Contractor Portal as well as information on upcoming changes to regulations and policies. Our local Customer Service field crew also attended the sessions.

Similar issues were raised throughout the region, with the main issues being around job timeframes being too long and delays in contacting the customer slowing down the job. Universally, contractors appreciated the unblocking of the Dispatch number and called for a way to advise them that the NMI had been created in the Portal.

## Next round of portal sessions – Herbert region

We're running a number of sessions at our depots in the Herbert region to help electrical contractors with the portal. If you're experiencing difficulty this is the perfect opportunity to receive one-on-one coaching. Please bring along questions and examples of problems you'd like help with.

Location	Date	Time	Venue
Charters Towers	Monday 27/3/17	9am - 12 noon	Ergon Depot 7 New Queen Road, Charters Towers
Proserpine	Tuesday 28/3/17	9am - 11am	Proserpine Entertainment Centre 14 Main Street, Proserpine
Bowen	Tuesday 28/3/17	1.30pm - 3.30pm	Ergon Depot - 56 Norris St, Bowen
Home Hill	Wednesday 29/3/17	10am - 1pm	Ergon Depot - Third Ave, Home Hill
Townsville	Thursday 30/3/17	10am - 1pm	Ergon Depot - Dalrymple Road, Garbutt
Ingham	Friday 31/3/17	10am - 1pm	Ergon Depot - 2 Challands St, Ingham

## Electrical Partners Forum

We're also holding a forum to give you the latest on our new company structure and technical updates and information. There will also be breakout sessions with people from Ergon Network and Ergon Retail.

Location	Date	Time	Venue
Townsville	Thursday 30/3/17	5pm to 7pm	Townsville RSL Club, 139 Charters Towers Road, Hyde Park, Townsville

If you think you might attend one of the portal sessions or the forum please let us know by emailing [diana.stevens@ergon.com.au](mailto:diana.stevens@ergon.com.au).

# We've made improvements

We've been working hard to improve your experience with us. These improvements follow our acknowledgement at the recent depot sessions and meetings with key stakeholder groups that the portal isn't perfect and has led to job delays and poor user experiences. We know we have more work to do, particularly in the areas of Network and Retail interactions, and to reduce the time taken to contact the customer.

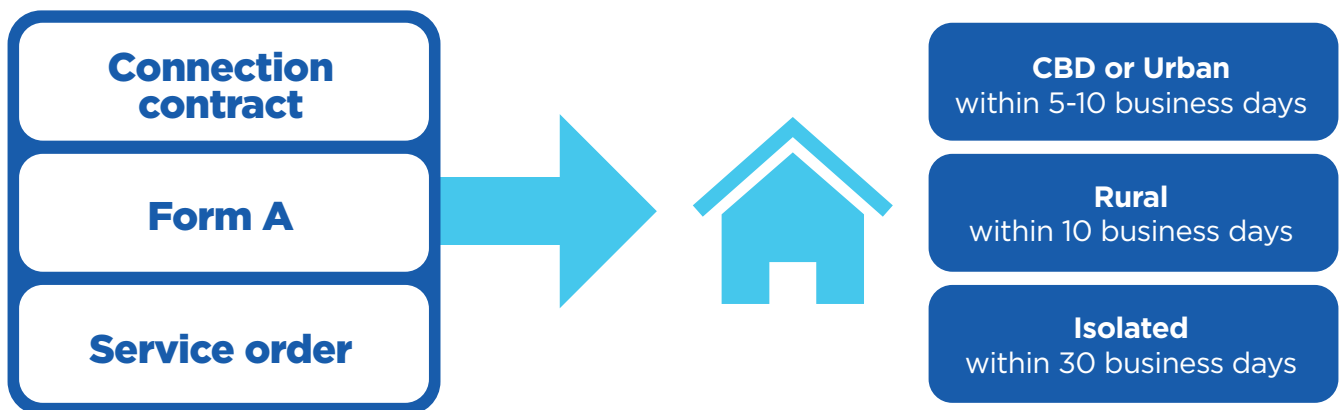
A key improvement made recently was the unblocking of the Dispatch team phone number. Instead of this appearing on phones as a private number, it now appears as 3069 0900 (for Dispatch) and 3069 0800 for Network General Enquiries. Other improvements made over the last three months include:

- Time to process Negotiated Connects reduced to less than 17 days
- Reduced solar delays
- Time to process Form As improved dramatically now that we have worked through initial teething problems of a new system
- We've developed solar, new connections, and changes to existing connections checklists. They include a list of activities to perform connection services. The checklists are on our website just search *Connection checklists*
- We're now monitoring your interactions with us to better understand your issues and actions we can take to improve our service to you
- We've been documenting and refining our internal processes to provide you with a more consistent and streamlined user experience
- Our website Connections pages have been reviewed and overhauled to provide easier navigation for customers. The connection services are now presented as a series of steps in easy to understand language
- A monthly joint forum between Distribution and Retail has been established to identify and resolve issues to improve the portal user experience.

If you have a complaint, or would like to pass on some feedback, please contact us through the contacts listed below or email [SIPortalAdministration@ergon.com.au](mailto:SIPortalAdministration@ergon.com.au).

## How long does it take to connect?

The Customer, the Electricity Retailer and the Electrical Contractor all have a role to play in the connection process. Once we have a Connections Contract, a Form A and a Service Order, we'll complete the connection work within the following timeframes.



**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

Ergon Energy Corporation Limited ABN 50 087 646 062



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# Quick reference guide for Connect & Form A selections



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When submitting a Connect or Form A request in the portal you need select a category and action from the drop down list. To help you we've created a Quick reference guide with a list of scenarios and the category and action to select. The guide is below and also saved on our website at [ergon.com.au/portalhelp](http://ergon.com.au/portalhelp).

Scenario	Connect Selections * Mandatory Field	Form A Selections * Mandatory Field
Rectify a Form B issued on a new connection		<p><b>*Category:</b> Rectify Form B</p> <p><b>*Action:</b> Provision of a Network Connection</p>
Rectify a Form B issued on an existing connection (including reconnection)		<p><b>*Category:</b> Rectify Form B</p> <p><b>*Action:</b> Alteration to Network Connection</p>
Rectify a Form B issued on a solar connection		<p><b>*Category:</b> Rectify Form B</p> <p><b>*Action:</b> Alteration to Network Connection</p> <p><b>Tariff:</b> Select required solar tariff</p> <p><b>Additional Information:</b> Please include information on Vmax setting</p>
Relocate Point of Attachment (POA) and a metering alteration which may include switchboard upgrade, move meter etc.	<p><b>*1:</b> Change to an Existing Connection</p> <p><b>*2:</b> Change to the Point of Attachment</p>	<p><b>*Category:</b> Connection/Supply</p> <p><b>*Action:</b> Relocate Existing Permanent Connection to alternate position</p> <p><b>*Extra Info:</b> Work Required</p>
Supply enhancement and relocate Point of Attachment (POA)	<p><b>*1:</b> Change to an Existing Connection</p> <p><b>*2:</b> Increase in Existing Connection Capacity</p>	<p><b>*Category:</b> Connection/Supply</p> <p><b>*Action:</b> Increase carrying-capacity of mains</p> <p><b>*Extra Info:</b> Increase Mains Demand - or - Installation of additional phase/s</p>
Switchboard upgrade and/or move meter		<p><b>*Category:</b> Metering (excluding solar)</p> <p><b>*Action:</b> Move Meter Location</p>
Remove metering/finalise account (on sites with shared service)		<p><b>FORM A IS NOT REQUIRED.</b></p> <p>Please refer to your Retailer to request a Supply Abolishment for this NMI</p>
Solar install - , Switchboard upgrade, moving meter, removing controlled load	<p><b>*1:</b> Embedded Generation - (Incl. Solar, wind etc)</p> <p><b>*2:</b> Initial Installation</p> <p><b>*3:</b> Embedded Generation - 30kVa or less</p>	<p><b>*Category:</b> Embedded Generation (Including Solar)</p> <p><b>*Action:</b> 30kVA or less - or - Greater than 30kVA</p> <p><b>Additional Information:</b> Please include notes about switchboard upgrade/move meter/remove controlled load. Indicate whether appointment required</p>

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