

# RELAY

## News for Electrical Contractors

Issue 33 · May 2017



NETWORK

Welcome to Issue 33 of RELAY. In this issue we talk about appointed metering providers and working with meters, identification in multiple installations, and more portal sessions and forums.

## Working with meters

Please remember **ONLY an appointed metering provider** is allowed to remove, install, change or move a meter on a metering panel. Electrical contractors are **NOT** allowed to do this work.

To initiate this work please submit a Form A and select the *Category Metering* and the appropriate *Action*, for example **Meter Removal**. If you require an appointment, add in the *Additional Information About Request* section the comment **Appointment required**. If you would also like the controlled load to be removed, please add the comment **Remove controlled load** in the same section.

Please note you must follow the above process if you are relocating meters on a panel to make room for other metering equipment, relocating an existing meter board to a new location, or setting up a new replacement meter panel.

Also, if you require **ALL** meters for a NMI to be removed, in either a single or multi-tenant installation, please request a **Supply Abolishment** for the NMI through the customer's Retailer.

## Identification in multiple installations

Please make it very clear in multiple installations which shop, unit or factory each individual meter is for. The correct number should be clearly visible on the main switchboard, distribution board (if applicable), meter, isolator and front door of the individual shop/unit so we can install the required connection and metering for the installation.

A site plan showing each individual shop, unit or factory should also be displayed on the inside door of the main switchboard. If you're working on a small multiple installation site, for example a duplex, and you require power to one of the properties during construction, this site plan must be displayed before we can make the connection.

Electrical Contractors Hotline  
7.30am to 4pm Monday to Friday

1800 237 466

We always appreciate your feedback.

Email feedback to [networkenquiries@ergon.com.au](mailto:networkenquiries@ergon.com.au)

## More portal sessions

We're running more sessions at our depots in the Far North, North and Mackay regions 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 29 May	9am to 12 noon	Ergon Depot, 7 New Queen Rd, Charters Towers
Cannonvale	Tuesday 30 May	9am to 11am	Reef Room, Reef Gateway Hotel, 38 Shute Harbour Rd, Cannonvale
Bowen	Tuesday 30 May	1.30pm to 3.30pm	Ergon Depot, 56 Norris St, Bowen
Home Hill	Wednesday 31 May	10am to 1pm	Ergon Depot, Third Ave, Home Hill
Townsville	Thursday 1 June	10am to 1pm	Ergon Depot, Dalrymple Rd, Garbutt
Ingham	Friday 2 June	10am to 1pm	Ergon Depot, 2 Challands St, Ingham
Mackay	Tuesday 6 June	8am to 11am	Hayman Room, Ergon Depot, 23 Cemetery Rd, Mackay
Moranbah	Tuesday 6 June	2pm to 4pm	Ergon Depot, 1-3 Grosvenor Dr, Moranbah
Barcaldine	Thursday 8 June	8.30am to 11:30am	Ergon Depot, 11 Myall St, Barcaldine
Innisfail	Monday 12 June	9am to 12 noon	Ergon Depot, 1-9 Pine St, Innisfail
Atherton	Tuesday 13 June	9am to 12 noon	Ergon Depot, 11 Grant St, Atherton
Mareeba	Wednesday 14 June	9am to 12 noon	Ergon Depot, 6 McElhinney St, Mareeba
Cairns	Thursday 15 June	9am to 12 noon	Brothers Sporting Club, Anderson St, Manunda

## Electrical Partners Forums

We're also holding forums in Townsville, Mackay and Cairns 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	Wednesday 31 May	5pm to 7pm	Ville Resort-Casino, Sir Leslie Thies Drive, Townsville
Mackay	Monday 5 June	5pm to 7pm	Souths Leagues Club, Milton St, Mackay
Cairns	Thursday 15 June	5pm to 7pm	Brothers Sporting Club, Anderson St, Manunda

Portal sessions and forums will also be held in the Greater Downs and Fitzroy regions soon ... more information in our next issue of RELAY!

## Please email us

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).

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

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