


# EWR

## ELECTRICAL WORK REQUEST

Office Use Only	
NMI:	
Date Received:	
EWR Reference No.	

  
Part of Energy Queensland

### Request for Initial Connection, Metering Change or Service Alteration

Electricity Act 1994, Electricity Regulation 2006, Electrical Safety Act 2002 and Electrical Safety Regulation 2013

Use BLOCK LETTERS and mark appropriate boxes with a cross ('X'). Fields marked with \* are mandatory.  
Embedded Generating Unit Installers and Electric Vehicle Supply Equipment (EVSE) must complete checklist (over).

For Assistance see Guidelines (over).

Customer Details				Request Details	
*Name (Business Trading name if applicable):				*Ready for Test Date	
*Customer Contact No.:		*Customer's Retailer:		Supply Connection:	
*Address of Electrical Installation (Location of Job)				Property Pole:	
Unit/Shop No.:	Street No.:	Lot No.:	Plan No. (RP/SP):	Meter Location:	
Street:		Locality:		Main Switchboard Location:	
Un-metered Supply *GPS Coordinates: (Refer Page 2 Point 2a)			Postcode:	No. of Phases:	
NMI:		Connect Agreement or Work Request No.:		*Point of supply OR	
Other directions to assist in locating address (eg. nearest cross street):				*Existing Meter Number/s: (for existing installations)	
*Customer Mains				Do you anticipate traffic control will be required?	
Cable Size:		mm <sup>2</sup>		If this request is for a multiple occupancy premises, how many requests will be submitted?	
Maximum Demand:		Amps per Phase		Note: Unit connections may require an appointment. If this is the case Ergon Energy will contact you.  If this is a bulk metered site, please respond with "1" to the number of requests required at this point.	
Reason for Request					
*Primary Service (select one only) - Refer to 'EWR Secondary Services' Guide and point 7 on page 2 of this form					
Connection / Supply		Connect Agreement	Metering		Connect Agreement
<input type="checkbox"/> Add Additional Shop/Unit to Existing Site (New NMI Required)		Required	<input type="checkbox"/> Install additional phases (Metering only)		N/A
<input type="checkbox"/> Overhead Point of attachment relocation (Incl. Drop and re-erect of service)		Required	<input type="checkbox"/> Install additional meter for hot water or controlled load		N/A
<input type="checkbox"/> Supply Upgrade (Incl. install additional phases)		Required	<input type="checkbox"/> Add additional appliance to existing controlled load		N/A
<input type="checkbox"/> Primary Fuse Upgrade (Overhead only - Maximum 80A)		Required	<input type="checkbox"/> Exchange Meter		N/A
<input type="checkbox"/> Provision of Un-Metered Supply		Required	<input type="checkbox"/> Remove Meter (at least one meter must remain)		N/A
<input type="checkbox"/> Permanent Supply		Required	<input type="checkbox"/> Move Meter Location		N/A
<input type="checkbox"/> Temporary Builders Supply		Required	<input type="checkbox"/> Reveal a Meter - ONLY		N/A
<input type="checkbox"/> Relocate Underground Mains to the same Pillar Box		Required	Embedded Generation (Including Solar)		
<input type="checkbox"/> Change from Overhead to Underground		Required	<input type="checkbox"/> 30kVA or less		Required
<input type="checkbox"/> Market Generator (Refer Page 2 Point 13)		Required	<input type="checkbox"/> Greater than 30kVA		Required
<input type="checkbox"/> Rectify a Form 3 (select from following categories & then also select an action from the above reasons for request) <input type="checkbox"/> Connection/Supply <input type="checkbox"/> Metering <input type="checkbox"/> Embedded Generation (Including solar) <input type="checkbox"/> Reconnection of a Network Connection					
Secondary Service (where applicable) - Refer to 'EWR Secondary Services' Guide			*Metering Required (as applicable per reason for request)		
<input type="checkbox"/> Point of Attachment Relocation		<input type="checkbox"/> Remove Meter (incl. H/W or Control Load)	<input type="checkbox"/> LV <input type="checkbox"/> HV <input type="checkbox"/> Un-metered <input type="checkbox"/> Whole Current ( $\leq 80A$ )		
<input type="checkbox"/> Add Meter (H/W or Control Load)		<input type="checkbox"/> Drop and Re-erect Service	<input type="checkbox"/> MEGU <input type="checkbox"/> Embedded (net) <input type="checkbox"/> Dedicated (gross)		
<input type="checkbox"/> Add appliance to existing controlled load meter		<input type="checkbox"/> Move Meter	<input type="checkbox"/> CT CT Ratio: No. of Meters:		
<input type="checkbox"/> Exchange Meter		<input type="checkbox"/> Change from Overhead to Underground	Note: All CT metering requests will require an appointment		
*Network Tariffs Required (select all that apply) OR <input type="checkbox"/> Tick if No Change from Existing			<input type="checkbox"/> 1ph Single Element No. of Meters:		
Refer to page 3 for Tariff Selection Guide			<input type="checkbox"/> 1ph Dual Element No. of Meters:		
<input type="checkbox"/> RIB <input type="checkbox"/> DMT			<input type="checkbox"/> Polyphase No. of Meters:		
<input type="checkbox"/> RTDEM <input type="checkbox"/> DLT			Meter/Relay number/s to be removed if applicable:		
<input type="checkbox"/> RDEM <input type="checkbox"/> STOD			<input type="checkbox"/> No Relay <input type="checkbox"/> 1 Channel <input type="checkbox"/> 2 Channel <input type="checkbox"/> 3 Channel		
<input type="checkbox"/> BIB <input type="checkbox"/> LTOUD			Off Peak - Controlled Load: <input type="checkbox"/> 8 hours (VN) <input type="checkbox"/> 18 hrs (VC)		
<input type="checkbox"/> BWIF <input type="checkbox"/> REST			Please list any new items (e.g. appliances/equipment) to be connected as Controlled Load:		
<input type="checkbox"/> BTDEM <input type="checkbox"/> BEST			My application is for connection of a Primary/Secondary Load Control for business/commercial purposes.		
<input type="checkbox"/> BDEM <input type="checkbox"/> RTOUE			<input type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> VN <input type="checkbox"/> BTOUE			Refer to point 8 on page 2 of this form for further information		
<input type="checkbox"/> VC <input type="checkbox"/> LPLC			Additional details about request:		
<input type="checkbox"/> BPLC <input type="checkbox"/> LSLC					
<input type="checkbox"/> NVG2 <input type="checkbox"/> Other - please provide detail					
<input type="checkbox"/> NVG0					
<input type="checkbox"/> DST					
<input type="checkbox"/> Appointment required (refer Page 2 Point 3) Note: Ready for test date does not set appointment date. Please refer to page 2 for valid appointment reasons					
*Electrical Contractor (please print full details including Business Trading name if applicable)			*Tested by (please print full details of Electrical Mechanic)		
Name:		EC License No.:	Name:		
Email Address:			License No.:		
Phone/Mobile No.:		Fax No.: ( )	Note - If outgoing circuits are connected, they must be tested.		
*Certification (by Person Authorised Under the Electrical Safety Act 2002 to Perform and Test the Electrical Work)					
I certify that I am authorised under the Electrical Safety Act 2002 (Qld) to perform electrical work and to connect the electrical installation on which I perform electrical work to a source of electricity. I also state that the electrical installation will be completed in accordance with the requirements of the Electrical Safety Regulation 2013 (Qld) and Queensland Electricity Connection and Queensland Electricity Metering Manuals/Metering Installation Requirements (MIR) (as applicable), that tests will be carried out in the way required under part 10 of the Electricity Safety Regulation 2013 (Qld) and that the electrical installation will be electrically safe and ready for connection by the Date Work Ready for Connection stated above. I confirm that I am authorised by the Customer whose details appear above to provide this information in connection with their Connection Application for the above electrical installation.					
Signature: _____ Date: ____/____/____					
Name (PRINT): _____					

# EWR

## ELECTRICAL WORK REQUEST



Embedded Generating Unit Installers must complete checklist (below).

For Assistance see Guidelines (below).

Embedded Generating Unit Installer's Confirmations				Electric Vehicle Supply Equipment (EVSE) Confirmations			
	Yes		Yes	N/A			
The inverter has been installed in accordance with the applicable Connection Standard (STNW1170) and commissioned with the prescribed inverter settings	<input type="checkbox"/>	Inverter capacity >10 kVA has been spread over multiple phases. For multi-phase installations the capacity difference per phase does not exceed 5 kVA  <b>Note:</b> On Single Wire Earth Return (SWER) networks, up to 10kVA single phase is allowable if approved by Ergon Energy Network.	<input type="checkbox"/>	<input type="checkbox"/>	Have you installed new EVSE or worked on pre-existing EVSE as part of this work request?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The embedded generating system has been tested and deemed safe for connection to Ergon Energy's Distribution Network	<input type="checkbox"/>				Based on QECM requirements, will this EVSE load require connection to a Network Device?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
All required meter isolation links are installed, and meter board hinged in accordance with QECM & QEMM requirements	<input type="checkbox"/>				Will the EVSE be installed on Primary or Secondary Tariff?	Primary <input type="checkbox"/>	Secondary <input type="checkbox"/>
For connections approved for connection with export limits, the export limit settings have been applied to the embedded generating system	<input type="checkbox"/>				<b>Note:</b> At installation 100A per phase or less, the QECM mandates Active Device Management for single-phase EVSEs over 20A or three-phase EVSEs over 40A. When required, a Network Control Device will be installed by the Distributor.		

### Guidelines - Request for Initial Connection, Metering Change or Service Alteration

Information and guidelines regarding completing Request for Initial Connection, Metering Change or Service Alteration Form (Hard Copy aspects as indicated – all other requirements apply to both electronic and hard copy forms)

- Please use a black pen and print in legible block letters - applies to hard copy only
- The following mandatory information must be provided:
  - Sufficient detail to identify the customer and to locate the premises and metering position on site. Note – In the address section "Locality" heading refers to the city suburb, town, or local area in rural locations. Un-metered supplies will require GPS coordinates.
  - Details of the connection, customer/s mains, metering arrangements and/or requirements.
  - Meter number of at least one existing meter unless this is an initial connection.
  - Supply requirements (e.g. metering, No of Phases, etc.) and network availability.
  - Point of Supply. Mark whether supply is from underground pillar or overhead pole and provide number displayed on pillar or pole.
  - Details of the Electrical Contractor responsible for the work.
  - Details of the Electrical Mechanic who tested the work. **Note – If outgoing circuits are connected they must have been tested.**
- If an appointment is required, Ergon Energy will contact you to confirm a date and time.  
**Note: Ready for test date does not equal appointment date. Please contact an Ergon Energy Technical Support Officer 1800 237 466 (option 1) if you believe your request requires an appointment and is not a scenario listed below:**
  - When changing the POA from the fascia of a building to a property pole
  - To keep power on while changing the meter position OR replacing an existing meter enclosure, OR damaged property pole
  - My EWR is for more than 80A and/or CT metering
- Unmetered connection of load will only be permitted where the load type (e.g. Tramline crossing lights) meets the relevant legislation and rules. These loads must be miniscule in nature and have a predictable load pattern. Details are available from Ergon Energy.
- In most situations work will only commence when Ergon Energy has received a Service Order Request (SOR) from the Retailer.
- Service connection support brackets and steel service poles must have a minimum rating of 1kN for 25mm services or 3.5kN for 50 and 95 mm services. Timber service poles must have a minimum rating of 5kN. (Refer to the Queensland Electricity Connection Manual).
- Only applicable Primary and Secondary services will be accepted. Please refer to 'EWR Secondary Services' guide for details.
- NMIs or Circuits connected to Business Primary/Secondary Load Control will be provided with a minimum 18 hours per day (*Except where VN is selected*). Times when supply is available is subject to variation at the absolute discretion of the distribution entity.
- If sufficient information is not provided, the Form will be returned unactioned.
- Illegible and mutilated forms will not be accepted.
- Customer's retailer must be made aware of any alterations or additions.
- The Certification statement must be completed (Signed) by the Qualified Technical Person making the certification - Applies to hard copy only. (Qualified Technical Person/s are those endorsed on the Contractor's License).
- For electricity market generator use only.

#### How to Lodge a Completed EWR

Recommended method: Submit electronically via the Ergon Energy Electrical Partners Portal - <https://epp.ergon.com.au/epp>

Alternatively, this form can be completed and lodged via one of the following methods:

- Email to [ewr@energyq.com.au](mailto:ewr@energyq.com.au)
- Mail to PO Box 308 Rockhampton Qld 4700

#### Enquiries - Ergon Energy

**General Customer Service:** All Network enquiries (including in relation to Connect Agreements) - All Locations: **1ERGON (13 74 66)**

**Faults - 13 22 96 / Emergency – 13 16 70**

**Contractors Hotline - All Locations: 1800 237 466**

#### Other Information

Ergon Energy regulated retail electricity pricing information can be found on the QCA website at [www.qca.org.au](http://www.qca.org.au)

Network tariff pricing information can be found on the AER website at [www.aer.gov.au](http://www.aer.gov.au)

#### Privacy Notice

**Ergon Energy** is collecting information on this form for the purpose of processing your electrical work request. By completing this form, you consent and agree to Ergon Energy collecting, managing and disclosing the personal information you have provided to us in accordance with our Privacy Statement. Our Privacy Statement and contact details are available at [ergon.com.au](http://ergon.com.au).

Tariff Guide only – This Page is not required to be submitted with the EWR

### Ergon Energy Network Tariff Guide

Network Tariff Description	Class		Indicative Ergon Energy Retail Tariff or as advised by Electricity Retailer*	Network Tariff Code
	NMI	Customer		
Flat – Residential Inclining Block Tariff (Light & Power)	SMALL	RESIDENTIAL	11*	RIB
Residential Transitional Demand	SMALL	RESIDENTIAL	14A*	RTDEM
Residential Demand	SMALL	RESIDENTIAL	14B*	RDEM
Flat – Small Business Inclining Block Tariff (General Supply)	SMALL	BUSINESS	20,41*	BIB
Small Business Wide IFT	SMALL	BUSINESS	20A*	BWIF
Business Transitional Demand	SMALL	BUSINESS	24A*	BTDEM
Business Demand	SMALL	BUSINESS	24B*	BDEM
Flat – Volume Night Controlled (Super Economy)	SMALL	BOTH	31*	VN
Flat – Volume Night Controlled (Economy)	SMALL	BOTH	33*	VC
Small Business Primary Load Control	SMALL	BUSINESS	34*	BPLC
Net Generation 2 – Feed in Tariff	SMALL	BOTH	SSA*	NVG2
Net Generation – No Feed in Tariff	BOTH	BOTH	SSN*	NVGO
Flat – Demand Small (greater than 100MWh)	LARGE	BUSINESS	44*	DST
Flat – Demand Medium (greater than 100MWh)	LARGE	BUSINESS	45*	DMT
Flat – Demand Large (greater than 100 MWh)	LARGE	BUSINESS	46*	DLT
Seasonal Time of Use Demand Time Of Use Demand	LARGE	BUSINESS	50*	STOUD
Large Business Time of Use Demand	LARGE	BUSINESS	50A*	LTOUD
Large Residential Energy	LARGE	RESIDENTIAL	Only select if advised by retailer	REST
Large Business Energy	LARGE	BUSINESS	Only select if advised by retailer	BEST
Residential Time of Use Energy	SMALL	RESIDENTIAL	12B*	RTOUE
Small Business Time of Use Energy	SMALL	BUSINESS	22B*	BTOUE
Large Business Primary Load Control	LARGE	BUSINESS	60A*	LPLC
Large Business Secondary Load Control	LARGE	BUSINESS	60B*	LSLC

\*Retail Tariff List is indicative only; additional Retail tariffs may also apply to each Network Tariff Code – For the full range of retail tariffs including for High Voltage, Streetlighting and Unmetered Supplies please request your customer consult with their chosen Electricity Retailer. For further selections of Retail or Network Tariffs not listed above please discuss options with your Electricity Retailer.