

Office Use Only
NMI:
Date Received:



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 must complete checklist (over).

For Assistance see Guidelines (over).

Customer Details, Request Details, Unit/Shop No., Street No., Lot No., Plan No., Street, Locality, Un-metered Supply GPS Coordinates, Postcode, NMI, Connect Agreement No. or Work Request No., Other directions to assist in locating address, Customer's Mains, Cable Size, Maximum Demand, Do you anticipate traffic control will be required?

Reason for Request
Primary Service (select one only) - Refer to 'EWR Secondary Services' Guide and point 7 on page 2 of this form

Table with 4 columns: Connection / supply, Connect Agreement, Metering, Connect Agreement. Rows include: Add Additional Shop/Unit to Existing Site, Overhead Point of attachment relocation, Supply Upgrade, Primary Fuse Upgrade, Provision of Un-Metered Supply, Permanent Supply, Temporary Builders Supply, Relocate Underground Mains, Change from Overhead to Underground, Market Generator, Rectify a Form 3, Embedded Generation (Including Solar), 30kVa or less, Greater than 30kVa.

Secondary Service (where applicable) - Refer to 'EWR Secondary Services' Guide
Metering Required (as applicable per reason for request)

Add Meter (H/W or Control Load), Add appliance to existing controlled load meter, Exchange Meter, Remove Meter (incl. H/W or Control Load), Drop and Re-erect Service, Move Meter, Point of Attachment Relocation, Change from Overhead to Underground, LV, HV, Un-metered, Whole Current (<= 100 Amps), MEGU, Embedded (net), Dedicated (gross), CT, CT Ratio, No. of Meters, 1ph Single Element, 1ph Dual Element, Polyphase, No. of Meters.

Network Tariffs Required (select all that apply)

Table with 3 columns: Network Tariff Code, Equivalent EEQ Retail Tariff, Description. Rows include: BIB, RIB, BTOU, STOUD, BTOUDC, RTOU, RTOUDC, NVG0, NVG2, VC, VN, DLT, DST, DMT. Additional details about request: Meter/Relay number/s to be removed if applicable, No Relay, 1 Channel, 2 Channel, 3 Channel, Off Peak - Controlled Load, 8 hrs (VN), 18 hrs (VC), Appointment Required (refer Page 2 Point 3).

Electrical Contractor (please print full details including Business Trading name if applicable), Tested by (please print full details of Electrical Mechanic), Name, EC Licence No., Email Address, Licence 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, 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: / /

Embedded Generating Unit Installers must complete checklist (below). For Assistance see Guidelines (below).

Embedded Generating Unit Installer's Confirmations

	Yes		Yes	N/A
The inverter has been installed in compliance with the 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	<input type="checkbox"/>	<input type="checkbox"/>
The embedded generating system has been tested and deemed safe for connection to Ergon Energy's Distribution Network	<input type="checkbox"/>	Note: On Single Wire Earth Return (SWER) networks, up to 10kVA single phase is allowable if approved by Ergon Energy.		
All required meter isolation links are installed and meter board hinged as per QECM & QEMM requirements	<input type="checkbox"/>	Reactive Power Control (RPC) has been set as detailed in application and/or connection agreement.	<input type="checkbox"/>	<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"/>	Note: An RPC setting of at least 0.9 lagging is required on all exporting inverters rated >2kVA–30kVA connected to Ergon Energy's main network (not SWER or Isolated networks).		

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 an appointment. Please contact an Ergon Energy Technical Services 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 Queensland Electricity Connection and Metering Manual).
- Only applicable Primary and secondary services will be accepted. Please refer to 'EWR Secondary Services' guide for details.
- 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 Contractors Licence).
- 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
- 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: - All Locations **13 22 96**

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

Network tariff pricing information can be found on the AER website at www.aer.gov.au

Privacy Notice

Ergon Energy is collecting information on EWR for the purpose of a request for initial connection, metering change or service alteration which is required by law as stated above. This will include the collection of the personal information of customers and may include the collection of personal information of electrical contractors. Ergon Energy will not be able to process this request if the required information is not provided. If an individual stated on this form wishes to obtain access to their personal information or make a complaint about a breach of their privacy, they may contact the Privacy Officer Ergon Energy on 13 74 66. Please refer to **Ergon Energy's Privacy Statement** at www.ergon.com.au. If you do not wish to receive direct marketing material from Ergon Energy, please contact the Network Customer Solution Centre on 13 74 66 to opt-out.