

RELAY

News for Electrical Contractors

Issue 24 · January 2016



NETWORK

New online training nomination form

As you are probably already aware, we offer induction and training to contractors engaged to work on our property and assets.

We've developed a new and improved online Contractor Training Nomination form. It replaces the old paper PDF version and is simpler and faster to complete and helps us to gather more accurate information. You can nominate up to 10 people per submission.

To request training, simply complete and submit the online form and a reference number and quote will be emailed back to you. You'll find the new online form where the PDF version was at ergon.com.au under *Contractor training*.

If you have any queries about the new form please email us at gci@ergon.com.au.

No need to lodge a Form A for faulty relays

Some contractors are lodging Form As after attending a cold water complaint to bridge a faulty relay. This isn't necessary and in fact the Form As will be rejected when we launch the new portal.

Call us

Please simply call us via the **Electrical Contractors Hotline 1800 237 466 (select option 3)** between 7:30am and 4:00pm, Monday to Friday.

Lodging your claim

We'll log the details of the relay being bridged and provide you with a **service order number** to include when lodging your claim for reimbursement of your fees with us. Please also provide a tax invoice to substantiate the type and value of your claim, and include the service order number or fault call number on the invoice.

For more information about lodging a claim with us please go to ergon.com.au and click through *Network, Contractors & industry, Electrical contractors* and *Electrical contractor fee claims*.

You can lodge your claim a number of ways:

- Email to claims@ergon.com.au
- Fax to 07 4932 7124 (marked "Attention Claims")
- Post to PO Box 308, Rockhampton QLD 4700.

Improving services to you

For the past six months we've been conducting extensive customer research with electrical contractors to help us understand how we can improve services to you.

We've gone back to the basics and started by asking what your core needs and expectations of us are. By better understanding these things, we can deliver more value to you in the areas that matter most.

We certainly don't expect to resolve everything overnight. But we've listened to your feedback and now key leaders from across the business are meeting to address the most important issues. We'll also be inviting a small number of electrical contractors to contribute on the day. From here we aim to be able to put in place the first phase of service improvements to you.

We'll keep you updated on the progress of this exciting journey in future issues of RELAY.

Sealable Metering Neutral Link now required

With the introduction of contestability the metering provider is responsible for the installation of meters while Ergon Network is responsible for the installation of the load control device.

To support these separated responsibilities, a sealable Metering Neutral Link must now be installed by the electrical contractor for all new and modified meters where a load control device is to be installed. This link will allow us to install the load control device and the metering provider to work on the meter without breaking each other's seals.

For more information please refer to clause 7.13 of the Queensland Electricity Connection and Metering Manual (QECMM). You can download the latest version or order a printed copy at ergon.com.au - click on *Network, Contractors & industry, Electrical contractors and Forms, manuals and standards*.

Help customers save with economy tariffs

Did you know that Tariff 31 Super Economy and Tariff 33 Economy electricity prices are **44% and 15% cheaper** than Tariff 11 Residential with Ergon Energy Retail?

Economy tariffs are great for appliances like hot water systems (including heat pump and solar boosters) and pool filters that don't need a constant supply of power.

Despite these great savings, we are seeing a slowdown in economy tariffs being connected to new homes. The perfect time to connect to an economy tariff is during the construction phase of the home as it reduces the need for customers to pay for another compatible meter at a later date. **So please discuss this with your customers.**

Economy tariffs can be used in conjunction with all other residential tariffs at the same address but can't be used to run an entire household or business.

All connected load to be balanced

To assist in transformer load management, a new requirement has been introduced to balance all primary and secondary/controlled tariff loads across all available connected phases for a premises.

For a residential premises this means:

- You can no longer have Tariff 11 Residential on one phase and Tariff 31 Super Economy/Tariff 33 Economy on another phase
- The Tariff 11 Residential load must be balanced across all phases
- The Tariff 31 Super Economy or Tariff 33 Economy loads can be on one phase (if a small load) or balanced across all phases (if a large load).

For more information please refer to clause 4.1, 6.3, 6.5 and 8.3 of the Queensland Electricity Connection and Metering Manual (QECMM). To learn more about the changes to the latest version of the QECMM we've also produced some FAQs. You'll find the QECMM and FAQs at ergon.com.au - click on *Network, Contractors & industry, Electrical contractors and Forms, manuals and standards*.

Working safely with asbestos

We've created a new asbestos page at ergon.com.au/asbestos with information and documentation in relation to working with asbestos on our electricity network. Everyone who works on our assets is requested to read the document titled *Asbestos Related Work or Removal Management Guide - For Network*.

This guide provides a set of minimum requirements and expectations for work that involves or is likely to involve the disturbance of asbestos or the removal of asbestos containing material (ACM) from our network. This could include, but is not limited to, overhead, underground, sub/zone stations, power stations and customer meters.

Also, we recommend you subscribe to our **Alert Service** and select 'Asbestos' and we'll email you when there are any new documents or documents that have been updated. There's a link to sign up for Alerts on the Asbestos web page.

We're working hard to provide and maintain a safe and healthy work environment for our employees, contractors, and members of the public. In recognition of this the Australian Government Asbestos Safety and Eradication Agency has highlighted two examples where we have demonstrated best-practice asbestos management techniques. You might like to read these and other examples provided on their website at asbestossafety.gov.au/best-practice-case-studies.

If you have any queries about asbestos please email asbestos@ergon.com.au

Get RELAY electronically

Subscribe to receive RELAY by email and you'll receive it much quicker and you'll be helping us to operate more efficiently, which helps to keep electricity prices down for everyone.

You can also elect to receive Solar PV Industry Alerts, Ergon Energy media releases, Talking Energy articles and so much more by email.

Go to ergon.com.au and click on *Network, Contractors & industry, Electrical contractors* and RELAY and sign up today.

Electrical Contractors Hotline

Remember the best way to communicate with us is via the Electrical Contractors Hotline. It's for your exclusive use!

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

1800 237 466

**Network
general enquiries**

13 74 66

7.00am - 6.30pm Monday to Friday

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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