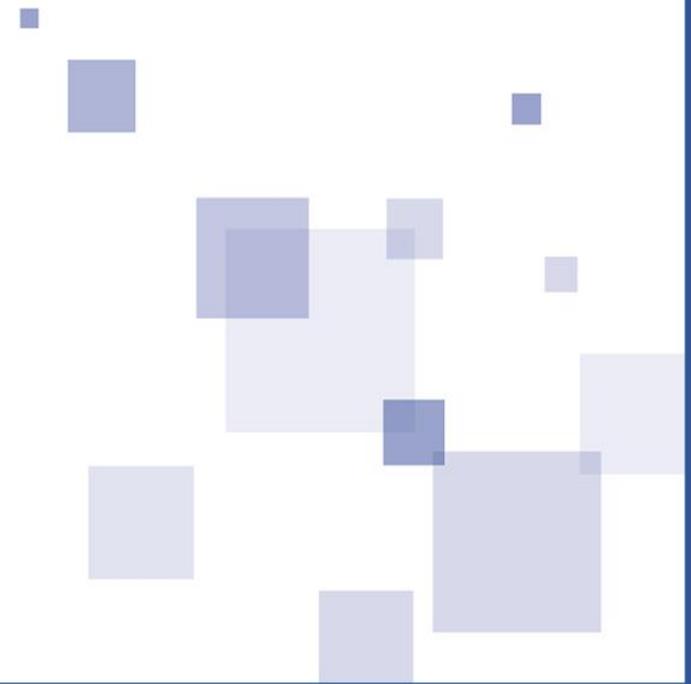


Power of Choice (PoC)

Changes to the EPP



What's new in the Electrical Partner Portal (EPP)?

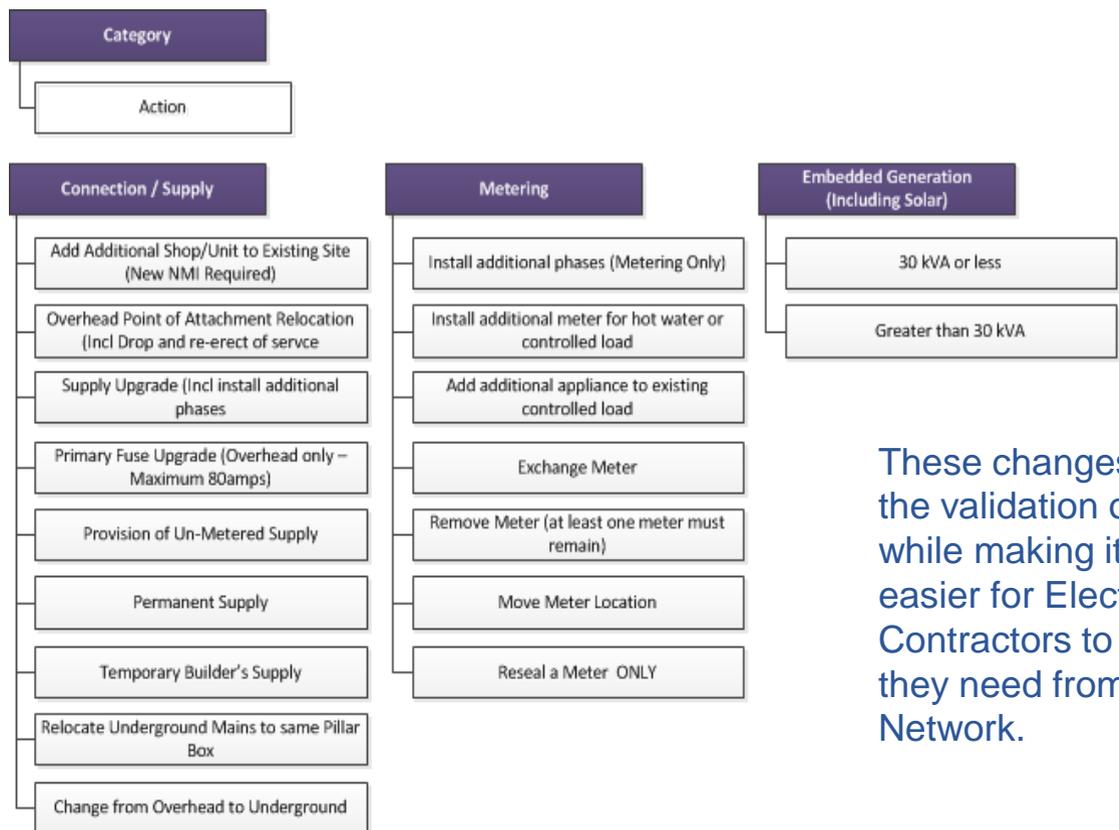
To make it easier for you to request what you need from us, we've made a number of changes to the Form A – Actions (selections) This will also better align the Ergon and Energex portal experience.

These changes include:

- The ability to bundle Primary and Secondary services will be available on the Ergon Network Form A – **making the EPP more user-friendly** overall
- Premises Search and Premises Validation functionality will be rolled out to Ergon Network –**making it simple** to request suitable work for the correct NMI
- Form B rectification becomes more specific – **making it less likely** to submit an incorrect request
- **Retailer notification emails** deliver itemised guidance to retailers, identifying whether the Distribution Network Service Provider (DNSP) like Ergon Network or the Metering Provider (MP) is responsible for the completion of specific actions – **making it clear** which market role is responsible for each part of a job

Introduction of new Form A actions (selections)

The new Actions (selections) you can choose from are:



These changes streamline the validation of requests, while making it clearer and easier for Electrical Contractors to select what they need from Ergon Network.

The new options focus on the outcome of the request, and move Ergon Network and Energex closer to a consistent user experience.

New and changed terminology

We've added new job descriptions, and made some changes to job descriptions.

CURRENT DESIGN	NEW NAME/ENERGEX EQUIVALENT
Provision Network Connection to Permanent Installation	Permanent Supply
Provision of Construction Supply (BTS)	Temporary Builder's Supply
Relocate Construction Supply (BTS) to Permanent Installation	Permanent Supply
Relocate Permanent to Construction Supply (Demolition/ Renovation) (BTS)	Temporary Builder's Supply
Relocate existing Permanent Connection to alternative position	Overhead Point of Attachment Relocation (Incl Drop and re-erect of service)
Increase Current-Carrying Capacity of Mains	Supply Upgrade (Incl install additional phases)
Provision of Un-metered Supply	Provision of Un-metered Supply
Provision of additional Meter (s) to an existing connection	Install additional meter for hot water or controlled load
Meter Change / Replace / Exchange	Exchange Meter
Meter Removal (at least one meter must remain)	Remove Meter (at least one meter must remain)
Move Meter Location	No Change
Reseal a Meter - ONLY	No Change
Relocate Construction Supply (BTS) to a new BTS position	Temporary Builder's Supply
Change / Additional appliance on existing controlled load	Add additional appliance to existing controlled load
30kVA or less	30 kVA or less
Greater than 30kVA	Greater than 30kVA
Relocate Underground Mains to same Pillar Box	No Change
no equivalent	Add Additional Shop/Unit to Existing Site (New NMI Required)

Introduction of a Premise Search Window

A new **Premise Search Window** will be introduced to assist Electrical Contractors to:

- Select the **correct premises** for the Form A
- Display the **NMI status** (**ACTIVE, GREENFIELD, NEVER CONNECTED, DE-EN, EXTINCT**)
- Display the **Connection Type** (**PERMANENT, TEMPORARY, UN-METERED, COMMUNITY**)
- Display the Network **Tariff Information** currently in place for that NMI.

Address Search Results (click to select the correct address)

NMI	Address	Nmi Status	Connection Type	Tariff
30381490285	JEFFERIES PARK SPRINKLER SYSTE ALMA ST ROCKHAMPTON 4700	ACTIVE	PERMAN	BIB
30381491509	2 ALMA ST ROCKHAMPTON 4700	ACTIVE	PERMAN	RIB VC
30381491689	4 ALMA ST ROCKHAMPTON 4700	ACTIVE	PERMAN	RIB

(Your search has been limited to the first 100 results)

[Search Again](#)

Introduction of NMI Validation

A **new NMI Validation process** will be introduced in the EPP to ensure that the NMI conditions are suitable for the type of work that is being requested. In this example, the **Primary Action** (main job) that has been selected is for 'Permanent Supply'.

Address Search Results (click to select the correct address)

NMI	Address	Nmi Status	Connection Type	Tariff
30381480817	64 ALMA ST ROCKHAMPTON 4700	ACTIVE	PERMAN	RIB NVG1 VC
30381488206	65 ALMA ST ROCKHAMPTON 4700	ACTIVE	PERMAN	BIB VC
30381487901	71 ALMA ST ROCKHAMPTON 4700	GREENFIELD		RIB VC

Note this NMI is active and not available for selection ↓

Note that In the event an Electrical Contractor tries to search for an address where a Connect application has not previously been submitted (thereby there is no NMI created); he/she will receive no results at all. A message will display requesting a Connect to be submitted.

NMI Validation - what does this mean for you?

Address Search Results (click to select the correct address)

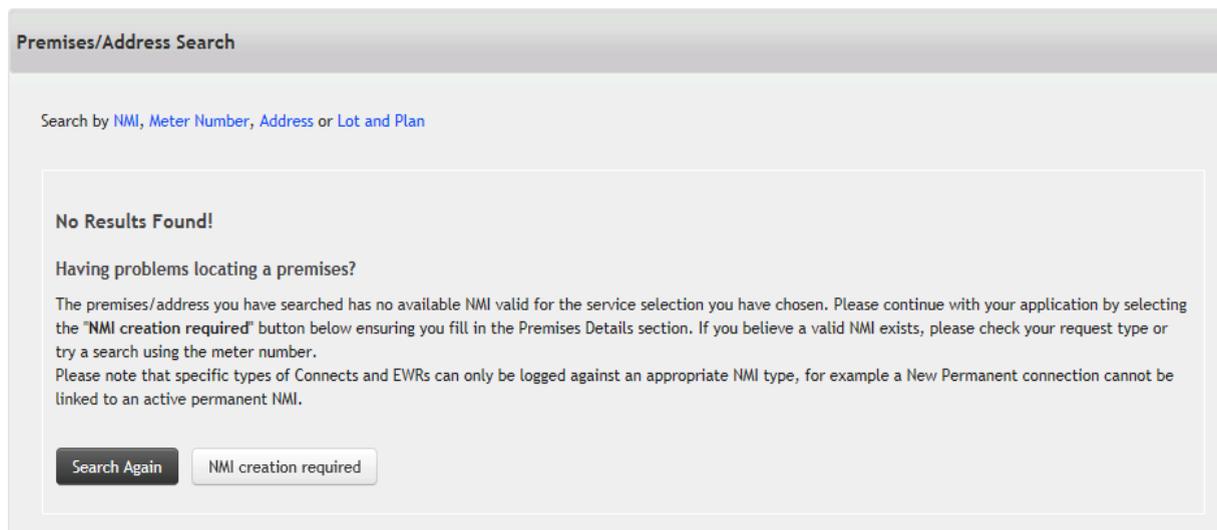
NMI	Address	Nmi Status	Connection Type	Tariff
30381480817	64 ALMA ST ROCKHAMPTON 4700	ACTIVE	PERMAN	RIB NVG1 VC
30381488206	65 ALMA ST ROCKHAMPTON 4700	ACTIVE	PERMAN	BIB VC
30381487901	71 ALMA ST ROCKHAMPTON 4700	GREENFIELD		RIB VC

This means that you will see the following changes:

1. When the EPP retrieves the available addresses for Alma Street in Rockhampton, it **greys out**, (so it cannot be selected) those addresses that already have an **active, permanent supply connected**.
2. **The EPP will leave the greenfield and never connected premises available for selection.**
3. Electrical Contractors will **no longer** have the option of **entering a premise manually** to search for a NMI on a Form A.

NMI Validation – Helpful message

If the NMI validation is not successful, the EPP will display the following help message on the screen:



Premises/Address Search

Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

No Results Found!

Having problems locating a premises?

The premises/address you have searched has no available NMI valid for the service selection you have chosen. Please continue with your application by selecting the "NMI creation required" button below ensuring you fill in the Premises Details section. If you believe a valid NMI exists, please check your request type or try a search using the meter number.

Please note that specific types of Connects and EWRs can only be logged against an appropriate NMI type, for example a New Permanent connection cannot be linked to an active permanent NMI.

The help message contains important information about how to refine your search as well as why the initial search may have been unsuccessful.

e.g. if no valid address is found for a particular job type, the EC will be advised to check the job type or submit a Connect.

Introduction of the ability to bundle secondary services

To make the portal more efficient, you will now be able to ‘bundle’ – or add on – appropriate secondary services on the same single request.

Type of Request

Ergon Work Request Type - Additions and Alterations, Point of Attachment - Relocation

Category:

Action:

Extra Info:

Ready for Test Date: (DD/MM/YYYY within next 3 months)

Do you need to add one or more of the following services to this 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

Note only the services that are suitable to be added on to the original request will display.



This combination of Primary and Secondary Services is then communicated to the Retailer following validation of the Form A, itemising responsibility for the delivery of each service.

EC notifications will also change to advise that an MP will need to be involved to complete the work.

Form B Rectification

To make it easier for you to select the right option when submitting a work request, we've added more descriptions for each Action (selection).

Please select your request type from the following options... ?

Category: Rectify a Form B ?

Action: Please Select...
 Connection / Supply
 Metering
 Embedded Generation (Inc

This filter question presents the relevant Actions for that Category to make it easier to select the correct one.

When selecting 'Rectify a Form B', the EPP will then **present a filter question** asking what the **Category of the originating defect** work was.

Please select your request type from

Category: Rectify a Form B

Action: Connection / Supply

Extra Info: Please Select...
 Temporary Builder's Supply
 Permanent Supply
 Add Additional Shop/Unit to Existing Site (New NMI Required)
 Overhead Point of Attachment Relocation (Incl Drop and re-erect of service)
 Supply Upgrade (Incl install additional phases)
 Primary Fuse Upgrade (Overhead only - Maximum 80amps)
 Provision of Un-Metered Supply
 Change from Overhead to Underground
 Relocate Underground Mains to same Pillar Box

Ready for Test Date

Form B Rectification

The selection of a specific Rectify Action allows Ergon Network to **inform the Retailer of who is responsible** for completing the Rectification work, Ergon Network, or the Metering Provider.

Please select your request type from the following options... ?

Category	Rectify a Form B	?
	Please Select...	
Action	N/A	
Extra Info	N/A	
Ready for Test Date	18/10/2017	(DD/MM/YYYY)

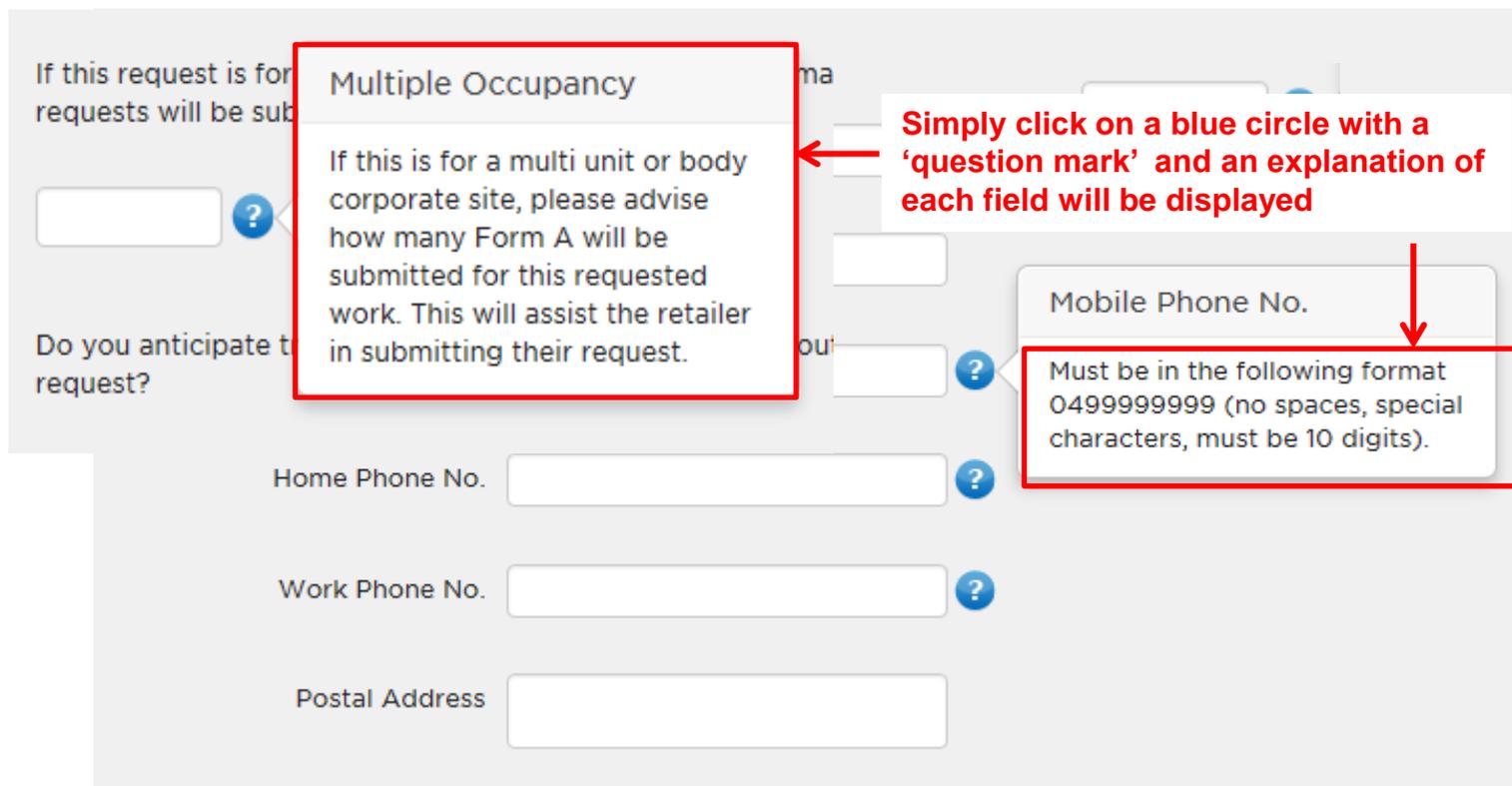
Rectify a Form B

Select the Action as set on the original Form A. Where a defect has been left that is not associated to a previous Form A, please select "Reconnection of a Network Connection"

There will be a selection for 'Reconnection of a Network Connection'.

Electrical Partner Portal - Hints & Tips

There is a lot of useful information available on each screen of the EPP to help Electrical Contractors to complete requests for all different types of work.



The screenshot shows a form with several fields and callouts:

- Multiple Occupancy:** A callout box explains that for multi-unit or body corporate sites, users should specify the number of Form A submissions. This field is highlighted with a red border.
- Mobile Phone No.:** A callout box specifies the format as 10 digits with no spaces or special characters. This field is also highlighted with a red border.
- Home Phone No.:** A text input field with a blue question mark icon.
- Work Phone No.:** A text input field with a blue question mark icon.
- Postal Address:** A text input field.

Other visible text includes: "If this request is for... requests will be sub...", "Do you anticipate t... request?", and "ma", "ou".

Electrical Partner Portal Upgrade (Jan-June 2018)

Following the implementation of this current set of changes to the Portal, we will start work on a second round in January 2018. This work will include a complete upgrade of the Electrical Partners Portal, and we expect to have the work completed by June 2018.

What does this mean for you?

This current round of fixes will improve a number of 'niggles' that you currently have with the Ergon portal - e.g. you will now have the ability to copy a Connect, and the ability to delete saved Form As.

After June, the Ergon Portal and the Energex Portal will give users the same experience. What you can now do in the Energex portal will then be available in the Ergon portal.